

A P P E A R A N C E S

BY PHONE:

Jay Bradbury - Cox Communications
Leslie McLaughlin - Cox Communications
Martin Corcoran - Cox Communications
Rhonda Thomas - T-Mobile
Ann Morrison - FairPoint
Tim Loken - Windstream
Jorge Chamizo - TracFone/SafeLink
Harvey Spears - CenturyLink
Caryl Gilstrap - CenturyLink
Abby Matari - FLATEL/Zing Wireless
Sam Bailey - i-wireless
J.D. Johnson - DCF
Keisha Johnson - Smart City Telecom

IN PERSON:

Debbie Nobles- NEFCOM
Debbie Finley - NEFCOM
De O'Roark - Verizon
Becki Edmonston - Verizon
Tracy Hatch - AT&T
Maryrose Sirianni - AT&T
Tom McCabe - TDS
Sandy Khazraee - CenturyLink
Lisa Harvey - PSC
Charlie Beck - PSC
Lisa Steffens - OPC
Catherine Beard - PSC
Curtis Williams - PSC
Beth Salak - PSC
Rosanne Gervasi - PSC
Kelsey Watry - PSC
Adam Teitzman - PSC
Leslie Ames - PSC
Bob Casey - PSC

P R O C E E D I N G S

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MS. GERVASI: Let's go ahead and get started.

It's a couple of minutes after 1:30. We'll begin by reading the notice of the workshop.

This time and place has been noticed for an undocketed staff rule development workshop on the initiation of rulemaking to amend Rule 25-4.0665, Lifeline service, and to repeal Rule 25-4.113, refusal or discontinuance of service.

My name is Roseanne Gervasi, I'm with the Commission legal staff, and with me are Bob Casey and Beth Salak of the telecommunications division. And also Kelsey Watry is with me. She's a legal intern and law student at FSU. And on behalf of all of us, we welcome you here. We're glad you're here today. Your participation is very helpful to us in formulating a good recommendation, a good draft of a Lifeline rule to recommend for the Commission's consideration and proposal. And we welcome those of you on the telephone as well.

We have in the back of the room on the table by the door some handouts, most of which you probably have. There's the notice of the workshop, the draft rules. And we also have AT&T's comments and specific rule suggestions, and what you may not

1 have are the specific suggestions of Cox Florida
 2 Telecom. They also sent in some pre-workshop type
 3 comments, and they are on the table for you, if
 4 you'd like to grab a copy of those. Everything but
 5 the Cox comments are also available on the
 6 Commission's website. For those of you listening
 7 in, if you click on the notice of workshop on the
 8 Commission's website, there is a hyperlink to the
 9 materials.

10 Let's go ahead and move into a staff
 11 overview of the rules. We reopened rulemaking on
 12 the Lifeline rule primarily to amend our rule to be
 13 consistent with the subscriber eligibility
 14 determinations and certification requirements set
 15 forth by the FCC in their rules on the matter. The
 16 federal rules are contained in Title 47, Section
 17 54 of the CFR, from Section 54.400 and continuing on
 18 through 54.417. And as most of you probably know,
 19 this is not the first rule workshop that we have had
 20 with respect to the Lifeline rule. After the last
 21 workshop that we held back in September of 2012 we
 22 thought it prudent to hold off on rulemaking on the
 23 rule until the FCC ruled on our request for rule
 24 waiver of certain provisions of the federal Lifeline
 25 rules specifically governing subscriber

1 certification forms, and we have since received a
2 favorable ruling from the FCC waiving those
3 requested rule provisions. So that ruling is
4 reflected in this latest draft of the Lifeline rule.

5 AT&T responded to our notice of rule
6 development and requested the workshop today, so we
7 are here specifically to hear from AT&T, but also to
8 hear from any other interested persons.

9 And just a small thing to say about Rule
10 25-4.113, which is kind of traveling together with
11 the Lifeline rule, that has to do with refusal or
12 discontinuance of service, and we are looking to
13 repeal that to be consistent with the 2011 changes
14 to Chapter 364. We have it here with the Lifeline
15 rule because we considered moving certain language
16 from the discontinuance of service rule and placing
17 it in the Lifeline rule, but we've since removed
18 that draft language from the Lifeline rule simply
19 because Section 364.10(2)(d) specifically, the
20 Lifeline statute, requires an eligible
21 telecommunications carrier -- it says that they may
22 not refuse to connect, reconnect, or provide
23 Lifeline service because of unpaid toll charges or
24 non-basic charges other than basic local
25 telecommunications service. So we didn't think it

1 was necessary to repeat that in the rule, but we
2 still are looking to repeal that section.

3 One thing I forgot to mention is to please
4 be aware that the microphones on the table are live,
5 and please don't have any cell phones near the, near
6 the mikes. And if you want to converse outside of
7 the public purview, you need to either mute your
8 mike or move away from the table. Do we have
9 anything else to add to the overview, staff
10 overview?

11 We'd like to go ahead and take appearances
12 from those of you in the room, and you don't have to
13 come up to the table to just state your name. We
14 can, we can get your, your name from back there.
15 But if you want to give comments during the course
16 of the workshop, we will ask you to come to the
17 table for that. So I guess we'll start around the
18 table here and then move to the rest of the room.

19 **MS. KHAZRAEE:** Sandy Khazraee, CenturyLink.

20 **MR. McCABE:** Tom McCabe, TDS Telecom.

21 **MR. HATCH:** Tracy Hatch with AT&T.

22 **MS. SIRIANNI:** Maryrose Sirianni, AT&T.

23 **MR. O'ROARK:** De O'Roark, Verizon.

24 **MS. GERVASI:** Okay.

25 **MS. BEARD:** Catherine Beard, PSC.

1 **MR. TEITZMAN:** Adam Teitzman with the
2 Commission.

3 **MS. AMES:** Leslie Ames, PSC.

4 **MR. WILLIAMS:** Curtis Williams, Commission.

5 **MS. FINLEY:** Debbie Finley, NEFCOM.

6 **MS. NOBLES:** Debbie Nobles, NEFCOM.

7 **MS. EDMONSTON:** Becky Edmonston, Verizon.

8 **MS. STEFFENS:** Lisa Steffens, OPC.

9 **MS. HARVEY:** Lisa Harvey, staff.

10 **MR. BECK:** Charlie Beck, staff.

11 **MS. GERVASI:** Thank you. Okay. We will move
12 into your comments and suggestions. Before we go --
13 and we do want to go paragraph by paragraph to see if
14 there are specific suggestions or comments on the
15 language. But before we do that, let me ask if anybody
16 has a desire to give some general comments before we do
17 that. Well, I'll ask those in the room first. And
18 then those of you on the telephone, I probably should
19 have asked you to also give us your names so that we
20 can get your appearances as well. Could you go ahead
21 and do that?

22 **MR. BRADBURY:** Yes.

23 **MS. GERVASI:** I don't know how many -- thank
24 you.

1 **MR. BRADBURY:** For Cox Communications, Jay
2 Bradbury, Martin Corcoran.

3 **MS. JOHNSON:** Keisha Johnson, Smart City.

4 **MS. GERVASI:** Anybody else on the phone?

5 **MS. JOHNSON:** Yeah. JD Johnson, Department
6 of Children and Families.

7 **MS. GERVASI:** Thank you.

8 **MR. BAILEY:** Sam Bailey with iWireless.

9 **MS. GERVASI:** Thank you. Anybody else?
10 Okay. Thanks. We will take comments of those who are
11 present first, and then we will move to telephone to
12 see if anybody wants to participate by phone by giving
13 comments or suggestions.

14 Does anybody have any general comments
15 about the rule draft? Going once -- anybody on the
16 phone? Okay. So we will move into specific
17 paragraphs. And we are recording this. We've got
18 the court reporter here, so I just want to remind
19 you to -- that we can only have one person speaking
20 at a time, to please speak clearly, and before you
21 give your comments, each time please state your name
22 and who you represent at least the first time that
23 you speak.

24 Okay. So moving to paragraph (1) of the
25 draft Lifeline rule, and this is the paragraph that

1 sets forth who, who is eligible to receive the
2 service. Does anybody have any comments about
3 paragraph (1)? Anybody on the phone? Okay.

4 **MR. CASEY:** Let me interrupt just for a
5 second here.

6 **MS. GERVASI:** Uh-huh.

7 **MR. CASEY:** I know Cox did submit comments on
8 (1)(c) about the income eligibility being 135 for
9 everyone less than a million lines, and they wanted --

10 **MR. BRADBURY:** Yeah. I was trying to catch
11 up. Yeah, this is Jay Bradbury at Cox. Yeah. Let me
12 try to catch up.

13 **MR. CASEY:** Okay.

14 **MS. GERVASI:** Thank you.

15 **MR. BRADBURY:** Paragraph, yeah, so paragraph
16 (1) incorporates that. Yeah. What we're concerned
17 about here is the present rule allows all carriers to
18 provide Lifeline to customers who meet the 150 percent
19 poverty guideline rules. The rewrite changes that and
20 allows only those with over a million lines to do that.
21 The rest of us can only do the federal 135. The
22 comments we submitted were to change that such that all
23 carriers could enroll people who were at or below the
24 150 percent poverty guidelines.

25 **MR. CASEY:** Okay. Jay, the 150 percent is

1 required by statute. That requires local exchange
2 companies in Florida to use the 150 percent if they
3 have over one million access lines. Now, since the FCC
4 came out with Order 1211, all ETCs must use income
5 criteria to establish eligibility. Now, the problem is
6 they only require 135 percent. Florida law requires
7 150 just for local exchange companies over a million
8 lines. So that's why we had to differentiate them.

9 Now, a carrier, small carrier, if they
10 want to use 150 percent, they can go ahead and do
11 that. The minimum is 135. But if they want to use
12 150, that's more of a benefit to the consumer and
13 they can surely go ahead and do that.

14 **MR. BRADBURY:** We don't think the way you've
15 written this rule, that that is allowed.

16 **MR. CASEY:** Okay.

17 **MR. BRADBURY:** We think the way the rule
18 reads to us is that only those with a million can do
19 the 150. If you're less than a million, you can only
20 do the 135. The old rule clearly stated that we had
21 the option, if it were less than a million lines, to do
22 the 150.

23 **MR. CASEY:** And how would you suggest
24 changing that or modifying that?

25 **MR. BRADBURY:** In our comments we had revised

1 language for that. In (b) you simply change it to
2 read, "The subscriber's household income is at or below
3 150 percent of the federal poverty income guidelines,"
4 and then you strike (c).

5 **MR. CASEY:** Okay. We'll take a look at that.

6 **MR. BRADBURY:** Thank you.

7 **MR. CASEY:** Thank you.

8 **MS. GERVASI:** And then I know AT&T had a
9 comment with respect to paragraph (2), and their
10 suggestion is to make that (d) of paragraph (1). And I
11 think we agree with that, that that is one of -- that
12 will enumerate persons who are eligible. So we will
13 make that, make that clear so that paragraph (2) will
14 become (d), and then instead of -- and it'll be
15 shorter, too. Instead of saying all of that, we'll
16 just say that, "The subscribers who live on federally
17 recognized Tribal lands and receive benefits from one
18 of the following Bureau of Indian Affairs programs,"
19 and then enumerate one, two, and three are eligible,
20 and I think that is cleaner. So thank you for that
21 suggestion.

22 Any other suggestions with respect to
23 paragraph (2), (1) or (2), which will now be all
24 (1)? And so we will renumber when we do the next
25 draft, but we'll keep using the same numbers for now

1 just for clarity purposes.

2 **MS. SIRIANNI:** Well, I'm not really sure --
3 this is Maryrose Sirianni with AT&T -- I'm not sure if
4 this fits in (1) or (2), but AT&T's proposed revisions,
5 we actually suggest a new paragraph (2) on page 5 at
6 the top which clarifies that only one Lifeline discount
7 per household is allowed, and that's consistent with
8 the FCC rule that requires, only allows one per
9 household. So --

10 **MR. HATCH:** Yeah. The concern there is if
11 you look at the Florida Commission rule in isolation,
12 it could be misled because there's this FCC requirement
13 that you can only get one per household. But if you
14 read this, it doesn't mention that. So you think
15 you're entitled here but all of the sudden you're not
16 because that's not mentioned here. That's the only
17 concern.

18 **MS. GERVASI:** Well, and I understand that.
19 Go ahead.

20 **MS. KHAZRAEE:** Sandy with CenturyLink. We
21 had questions about that addition though because if
22 they fill out an IEH, they're actually -- I'm not sure
23 if it hinges on the word "household," so we weren't
24 really sure. But there could be two folks living in
25 the same address that if they filled out the IEH could

1 both be qualified, right, if they claim that they're
2 independently --

3 **MS. GERVASI:** Two separate households that
4 live under --

5 **MR. CASEY:** Two separate households.

6 **MS. KHAZRAEE:** Economically independent, yes.

7 **MS. SIRIANNI:** And that's true.

8 **MS. KHAZRAEE:** And then our second issue, and
9 this may just be us not understanding what this was
10 trying to say, we wanted to make sure this isn't doing
11 away with the ability to transfer benefits. Because
12 CenturyLink does participate in that process where a
13 customer who already has qualified for Lifeline,
14 already has a Lifeline benefit but then decides they
15 want to change carriers doesn't have to go through the
16 whole process anymore. They can just change, you know,
17 transfer the benefit from that previous company to the
18 new one they want to go to.

19 **MS. GERVASI:** Thank you. We questioned
20 whether it's necessary to put that in there, and
21 that's -- because of the fact that it's in the FCC
22 rules and it -- wouldn't it be duplicative? Don't all
23 the ETCs have to comply with not just our rule but also
24 the FCC rules?

25 **MR. HATCH:** Yes.

1 **MS. GERVASI:** You know.

2 **MR. CASEY:** It's in two place, 54.409(c)
3 requires one per household. Okay? 54.410(d)(2)(i),
4 you know, says it must be on all the applications,
5 which it is.

6 **MR. HATCH:** Yeah. Well, yes.

7 **MR. CASEY:** And we can go through a bunch of
8 them and say, well, this isn't in our state rule.
9 Should we put it in?

10 **MR. HATCH:** Your rule could reference the FCC
11 rules or you could just bring all the FCC's rules that
12 apply down here, you know, and this is picking and
13 choosing something in the middle, and that's just kind
14 of where we are.

15 **MS. GERVASI:** Well, they all apply though,
16 the FCC rules.

17 **MR. HATCH:** Correct, they all do. There's no
18 question about that.

19 **MS. GERVASI:** Okay.

20 **MR. HATCH:** But if you take the Florida rules
21 in isolation, they're not complete and not accurate in
22 the sense that it omits pieces that are important out
23 of the FCC's rules. That's the point.

24 **MR. CASEY:** And JAPC sometimes tell us, no,
25 you're duplicating a federal rule. You can't do that.

1 **MR. HATCH:** If that's true, then a lot of
2 things go away.

3 **MS. GERVASI:** Well, some of them may have to,
4 yeah. And I don't know that we want to be in the
5 position of deciding which of the FCC rules are
6 important or not, you know.

7 **MR. HATCH:** And I understand that. I
8 understand that, too. It's just --

9 **MS. GERVASI:** Okay. Thank you.

10 **MR. HATCH:** One of my folks with a particular
11 bent to want this in there said, why don't you throw
12 that in? I said, okay, I'll throw that in.

13 **MS. GERVASI:** Thank you. Anybody on the
14 phone have any comments on paragraph (2), or (1)
15 through (2)?

16 And we will move on to paragraph (3). We
17 didn't get any pre-workshop comments on this
18 paragraph. I don't know if anybody has anything to
19 say about it, accepting Form PSC/TEL 157.

20 **MS. KHAZRAEE:** Sandy Khazraee with
21 CenturyLink. We just would like to ask consideration
22 for perhaps adding the IEH into this form, making it
23 part of it.

24 **MS. SALAK:** Is that part of your CenturyLink
25 form now?

1 **MS. KHAZRAEE:** I believe it is.

2 **MS. SALAK:** Is that part of AT&T's form?

3 **MR. HATCH:** I don't have any idea.

4 **MS. SIRIANNI:** I'm not sure. I'd have to
5 check.

6 **MR. CASEY:** Could you send us a copy of that
7 so we can see what it looks like?

8 **MS. KHAZRAEE:** Uh-huh.

9 **MR. CASEY:** Appreciate it.

10 **MS. SALAK:** It's not a requirement; right?

11 **MS. KHAZRAEE:** No, it is not, and it's
12 something that we do follow up with the customer if we
13 need it. But if it was already there and they'd
14 already filled it in, we wouldn't have to go back to
15 them. That's the only thought. But, no, it's --
16 you're right, it's not, it's not required to do with
17 every -- because not everybody is going to need to fill
18 out an IEH.

19 **MS. SALAK:** Right. And so a multitude of
20 customers won't need that form, so it would just be
21 another page for them to fill out.

22 **MS. KHAZRAEE:** Uh-huh. True.

23 **MR. BAILEY:** What about having -- this is Sam
24 from iWireless. What about having a Spanish copy?

25 **MR. CASEY:** A Spanish copy of the application

1 or the rules?

2 **MR. BAILEY:** The rules -- well, the
3 application.

4 **MR. CASEY:** We do have Spanish and Creole on
5 our website.

6 **MR. BAILEY:** Okay.

7 **MR. CASEY:** And also on the OPC, I believe.

8 **MS. STEFFENS:** We don't have Creole, just
9 Spanish and English.

10 **MR. CASEY:** Okay. On OPC's website they have
11 Spanish and English.

12 **MR. BAILEY:** Okay.

13 **MR. BRADBURY:** This is Jay Bradbury at Cox.
14 I have a question, are we going to review the
15 applications themselves later in this process?

16 **MS. GERVASI:** Yes.

17 **MR. BRADBURY:** Okay.

18 **MS. GERVASI:** Yes, we will.

19 **MR. BRADBURY:** Thank you.

20 **MS. GERVASI:** Paragraph (4), this is with
21 respect to Form PSC/TEL 158, the online application.
22 Any comments to paragraph (4)?

23 **MR. BRADBURY:** Again, Jay Bradbury at Cox.
24 We suggest that the addition of the phrase "using
25 coordinated enrollment process" into this paragraph

1 because the Form 158 is the online form and that is
2 only used when coordinated enrollment is involved. In
3 other words, I won't get this form in the mail. You
4 know, it'll come through the PSC process.

5 **MS. GERVASI:** Thank you. I see that
6 suggestion.

7 **MS. KHAZRAEE:** And Sandy again. Do we need
8 to have something in here that indicates not only did
9 they submit the form but they passed NLAD?

10 **MS. GERVASI:** Did you hear that?

11 **MR. CASEY:** No, I didn't. I'm sorry.

12 **MS. KHAZRAEE:** That's okay. Do we need to
13 have something in here as well that not only says they
14 electronically submitted the form but they passed NLAD,
15 because we get it and then they don't pass NLAD, we
16 can't enroll them and we don't enroll them.

17 **MR. CASEY:** What you're suggesting is --

18 **MS. SALAK:** Where did you want that added?

19 **MS. KHAZRAEE:** I actually don't yet have a
20 suggestion. I just wanted to see is that something you
21 would want to think about or is there someplace
22 else where that -- I didn't see it somewhere else, but
23 I may have missed it. I know there's --

24 **MR. BRADBURY:** This is Jay at Cox. Tracy,
25 doesn't that appear in your comments later on about --

1 **MR. HATCH:** Sort of, yeah.

2 **MS. SIRIANNI:** Yeah.

3 **MR. BRADBURY:** -- it not being, eligibility
4 not being established until the NLAD is passed?

5 **MR. HATCH:** Yes.

6 **MS. KHAZRAEE:** So that may do it for me.

7 **MS. GERVASI:** Okay. Thank you.

8 **MR. CASEY:** We'll get to that.

9 **MS. GERVASI:** Okay. Paragraph (5), allowing
10 customers to send in their applications and
11 documentation using mail or fax or electronically. Any
12 thoughts on that?

13 Paragraph (6).

14 **MR. BRADBURY:** Again, Jay at Cox. This is
15 another paragraph where we had suggested the addition
16 of the phrase "when the coordinated enrollment process
17 is utilized." The reason for that is this is where
18 we're talking about the exception is where you've got
19 "receive the waiver."

20 **MS. GERVASI:** Right.

21 **MR. BRADBURY:** The waiver really only applies
22 if the coordinated process is utilized. If the
23 customer has submitted an application directly to an
24 ETC, we are still obligated to retain that application.

25 **MS. GERVASI:** I see. And so you're

1 suggesting this to say, "exceptions to these
2 requirements when the coordinated enrollment process is
3 utilized are as follows."

4 **MR. BRADBURY:** Correct.

5 **MS. SALAK:** Well, we have exceptions for
6 every process that the State does, it's just not the
7 coordinated enrollment. So it would have to be broader
8 than that. Exception as for OPC, us, when it comes to
9 our website, and coordinating, we can call that
10 coordinating enrollment. That's actually us processing
11 it, so.

12 **MS. GERVASI:** And those exceptions would
13 still apply.

14 **MS. SALAK:** The waiver applies to all,
15 everything, Florida does, the State does.

16 **MS. GERVASI:** Okay. So it's not just the
17 coordinated enrollment process.

18 **MR. CASEY:** No, it's OPC, too. OPC is
19 included in the waiver.

20 **MS. STEFFENS:** Correct.

21 **MR. BRADBURY:** This is Jay. I'm going to
22 display my ignorance. As an ETC, how do I receive an
23 OPC processed application? Is it not through the PSC's
24 website?

25 **MR. CASEY:** Lisa Steffens is here from OPC.

1 Lisa, could you come up to the table and go over what
2 happens, how they can -- how you can give it to them?
3 And this is Cox Communications.

4 **MS. STEFFENS:** Good afternoon. There is a
5 link on the PSC's website that if someone is income
6 eligible, they can link right to our website or our
7 phone number. We get applicants that call our
8 1-800 number to receive them by mail or we send them
9 via fax or email. So there are places they can access
10 our application.

11 **MS. GERVASI:** Thank you.

12 **MR. BRADBURY:** How does the ETC receive it
13 after you've processed what the subscriber submits to
14 you?

15 **MS. STEFFENS:** They don't. They receive an
16 electronic report every week that has the pertinent
17 information -- name, address, birth date, last four of
18 social -- and those are all ones that we approve and
19 those go out once a week.

20 **MR. BRADBURY:** Okay. And that's part of
21 the -- isn't the email from the PSC?

22 **MS. STEFFENS:** No.

23 **MR. CASEY:** The PSC is only program based.

24 **MR. BRADBURY:** Okay.

25 **MS. STEFFENS:** We only process --

1 **MR. BRADBURY:** I guess this may, this may be
2 an area where, at least I'm unfamiliar with how it
3 works and Cox may have been missing something here.

4 **MS. STEFFENS:** I think I've spoken to -- are
5 you Sam?

6 **MR. CASEY:** No. Sam is --

7 **MR. BRADBURY:** No, I'm Jay.

8 **MS. STEFFENS:** Oh, okay. Yes, I believe I've
9 spoken to someone before about this.

10 **UNIDENTIFIED SPEAKER:**

11 **MS. McLAUGHLIN:** Lisa, you and I have spoken.
12 This is Leslie.

13 **MS. STEFFENS:** Hi there.

14 **MS. McLAUGHLIN:** And I believe we do not, we
15 do not reach the threshold of the required number.

16 **MS. STEFFENS:** That is correct.

17 **MS. McLAUGHLIN:** That's my understanding from
18 what you and I have spoken about.

19 **MS. STEFFENS:** That's correct. Right. So if
20 you do income-based applications, you do them on your
21 own. We don't process them.

22 **MR. BRADBURY:** Okay. So we're processing all
23 income-based ourselves?

24 **MS. STEFFENS:** That is correct.

25 **MR. BRADBURY:** Is that what I'm hearing?

1 **MS. STEFFENS:** Yes.

2 **MR. BRADBURY:** Okay. That's fine. Our
3 application is set up to do that, so we can.

4 **MR. BAILEY:** Yeah. I'm on the phone as well.
5 This is Sam from iWireless. Yeah.

6 **MS. STEFFENS:** You and I have spoken.

7 **MR. BAILEY:** We've talked about trying to get
8 it more automated.

9 **MS. STEFFENS:** Yes. At the moment we do not
10 do iWireless either.

11 **MR. BRADBURY:** All right. So, so there's a
12 threshold that we've not met. Okay. Thank you. Thank
13 you, Leslie.

14 **MS. GERVASI:** Okay. Let's move on then to
15 paragraph (7).

16 **MS. SIRIANNI:** This is Maryrose Sirianni with
17 AT&T. And this is the area that I think somebody was
18 alluding to earlier that AT&T does. In paragraph
19 (7), go down to lines 22 through 24, we propose that
20 the effective date of the credit is actually when NLAD
21 confirmation is received. That goes back to what Sam
22 was speaking about in the previous section.

23 So what we suggest is that it reads
24 basically that "upon completion of initial
25 enrollment, eligible telecommunications carriers

1 that invoice their subscribers shall credit the
2 subscriber's bill for Lifeline assistance as of the
3 subscriber's enrollment date and not the email
4 notification from the Commission." And the
5 subscriber's enrollment date to us is subsequent to
6 the time that we get the NLAD confirmation.

7 **MR. O'ROARK:** This is De O'Roark with
8 Verizon. We're generally okay with that. We actually,
9 in our process, give the credit a little bit sooner.
10 It when the -- the customer's signature date. As long
11 as that language could be revised to, you know, no
12 later than, I think that would accommodate the way we
13 both do it.

14 **MR. HATCH:** That's fine.

15 **MS. SIRIANNI:** Yes, that's fine.

16 **MS. GERVASI:** No later than the subscriber's
17 enrollment date?

18 **MR. O'ROARK:** Yes.

19 **MR. CASEY:** How are we going to get around
20 the statute, 60 days?

21 **MR. HATCH:** The question is what's the
22 60 days measured from?

23 **MS. SALAK:** Right. And it says when the
24 customer gives us their information.

25 **MR. CASEY:** When you receive notice from the

1 Office of Public Counsel or proof of eligibility from
2 the consumer.

3 **MR. HATCH:** Proof of eligibility doesn't
4 exist until it comes back from NLAD. That's the proof
5 of eligibility. That's the problem. And that's, you
6 know, the real problem is, is that this statute
7 predates the whole new regime, the FCC and NLAD. So in
8 a sense you have a choice statutorily to make. Do you
9 want to say specifically the way you have interpreted,
10 strictly interpreted 364.10, or do you want to
11 reconcile it with the new requirements of the FCC where
12 we can't enroll them before we've got NLAD
13 confirmation? You have to reconcile that.

14 Now, as a matter of law, you could
15 reinterpret that date to be the NLAD date as the
16 enrollment eligibility. The customer's
17 eligibility -- the proof of customer's eligibility
18 is the NLAD confirmation. And you can still -- if
19 you do it that way, then you can still comply with
20 the 60 days.

21 **MS. SALAK:** So is there any time, time that
22 you have to have, say you get the information from
23 coordinated enrollment or you get it from OPC or
24 wherever you get it and they've been determined to be
25 eligible on the consumer state side, so is there any

1 guidelines from the FCC telling you how, how long you
2 have to get that to NLAD?

3 **MR. HATCH:** Not to my knowledge. There may
4 be, but I'm not aware of it.

5 **MR. BRADBURY:** The FC -- excuse me. This is
6 Jay Bradbury. The FCC's rule on NLAD enrollment is
7 first in wins the customer. So we're all incented when
8 we get something from the State to enroll in the NLAD
9 immediately. Because if during that same period of
10 time some other carrier is dealing with that subscriber
11 and gets eligibility for them and enrolls them in the
12 NLAD, then, then I am dead in the -- you know, then the
13 first carrier is dead in the water. So while there's
14 no stated time, we're all incented to act quickly.

15 **MS. SALAK:** Can you tell me how long it takes
16 you to get your information to NLAD after you get the
17 notice?

18 **MR. CASEY:** Do you do it weekly or daily or
19 biweekly, monthly?

20 **MR. BRADBURY:** Again, I can only speak for
21 Cox. We actually look at the PSC's website on a daily
22 basis. After that it may take us several days to
23 actually accomplish what needs to be done with the
24 NLAD, because if there is some error in the NLAD, we
25 will attempt to work that with the consumer to get it

1 corrected. Let's say there's a third-party
2 identification error, a duplication error where we need
3 to send an IEH form, or some problem with the address,
4 we will try to resolve all of those. So it may be a
5 number of days between that. It could be 48 hours or
6 less, but it could also run longer. Other carriers may
7 have different processes.

8 **MS. SALAK:** CenturyLink, how long does it
9 take you?

10 **MS. KHAZRAEE:** We generally download from the
11 Commission's website once a week, and then it's within,
12 I would say, 48 hours. Probably sooner, but within 48
13 hours we've taken care of the ones we've downloaded.
14 So unless we get some -- you know, the ones that kick
15 back, they failed, that's a different story.

16 **MS. SIRIANNI:** Are you looking at us?

17 **MS. SALAK:** Uh-huh.

18 **MS. SIRIANNI:** We download daily. This is
19 Maryrose Sirianni with AT&T. We download daily in
20 order then from that time period to send to NLAD. It's
21 usually generally within several days.

22 **MS. SALAK:** And so it's my understanding
23 that, according to NLAD, they do the dips, runs
24 real-time so that once you get it in, you're going to
25 know something immediately.

1 I didn't ask you. I'm sorry. I didn't
2 mean to leave you out.

3 **MR. O'ROARK:** No, no, I've got you outflanked
4 over here. De O'Roark with Verizon. I don't know the
5 answer. I'd have to check on the logistics of that.

6 **MS. SALAK:** Okay. Well, I guess what I'm
7 curious is if we gave you more than the 20 days on the
8 coordinated enrollment, it sounds like you'd still need
9 60 days. You're going to know within -- you should
10 know within a certain amount of time. I mean, the 60
11 days is statutory. The 20 days is not. But that's
12 just one that we have to help us process. So I don't
13 understand why we're missing the 60 days yet. I mean,
14 if you're told no in NLAD, obviously the answer is no.

15 **MS. KHAZRAEE:** So, I mean -- this is Sandy.
16 We don't have a problem with the 60 days here. What
17 happens though is what was described this morning where
18 something fails NLAD. We send a letter to the
19 customer, we tell them this is the information we need,
20 we can't process your Lifeline request until we receive
21 it, and then we never hear back from them. So clearly
22 we've missed the 60 days. But in our eyes they didn't
23 qualify, so it's on them, it's not on us.

24 **MS. SIRIANNI:** Beth, let me, let me just make
25 sure that it's clear. When we get the downloads daily

1 from the Commission staff, we then send them to the
2 vendor because we do use an outside vendor. I think
3 everybody knows that. And so within several days from
4 the downloads they're sent to the vendor. But there is
5 a contract time period that is in the contract with the
6 vendor that they're required to then send it to NLAD.
7 That contract, that contract period that's in the
8 contract, I'm not sure if it's confidential or not, so
9 I -- but it can -- based on that time period, it could
10 be longer, but generally they are sent to NLAD, you
11 know, within several dates, but the contract does allow
12 more time. And I'll check when we get back if I can
13 give you more information on that. I just don't know
14 because I don't have the contract and I don't hold the
15 contract.

16 **MR. HATCH:** I haven't read it, but the
17 question whether that's a proprietary number or not, I
18 don't know.

19 **MS. SIRIANNI:** And let me just say, because
20 our contractor doesn't just do Florida. They do, they
21 do, you know, all 22 states plus anyplace else. So, I
22 mean, I'm just saying that it's the reason that the
23 time frame in the contract is longer is because it's
24 not just one state they're doing. I mean, they're
25 handling all of the states, so. But I'll check into

1 that and then I'll get back to you, you know, specific
2 time frames.

3 **MS. SALAK:** I think we're going to have a
4 comment opportunity, too.

5 **MS. SIRIANNI:** Okay. Okay.

6 **MS. SALAK:** So as much information as you can
7 give us on that the better.

8 **MR. McCABE:** Yeah. I don't think that we
9 have an issue with sending them out in 60 days. I
10 mean, we typically, when we receive it from the
11 Commission, we process it that day. But now with the
12 other process that's now in place, I don't know what
13 time lag gets built into that, but I'm sure it's --

14 **MS. SALAK:** Uh-huh. So you think you can
15 meet the 60 days? Do you meet the 60 days now?

16 **MR. O'ROARK:** As far as I know. What I'm
17 told is that we don't have an issue with the rule as
18 you've drafted it.

19 **MS. SALAK:** So you're going to check into
20 your contract to see what type of information you can
21 get back for us?

22 **MS. SIRIANNI:** Yes. Yes.

23 **MR. HATCH:** Yes, we will.

24 **MS. SALAK:** Thank you.

25 **MS. KHAZRAEE:** And then on (7), paragraph (a)

1 on, specifically on line 13, and this is just a
2 semantics issue, but it says, "The eligible
3 telecommunications carrier, informing the eligible
4 telecommunications carrier that Lifeline assistance
5 plan applications are available for retrieval from
6 processing." Technically we don't retrieve
7 applications. We retrieve the specific data field of
8 information, so --

9 **MS. SALAK:** You're correct.

10 **MS. KHAZRAEE:** I just thought we could change
11 that wording. And, I'm sorry, I don't have a
12 suggestion.

13 **MR. CASEY:** To just information or data?

14 **MS. KHAZRAEE:** Somebody from CenturyLink
15 who's not here today can provide that in written
16 comments.

17 **MS. GERVASI:** Okay.

18 **MS. SIRIANNI:** I mean, it's data.

19 **MR. CASEY:** Data or information?

20 **MS. SIRIANNI:** Data or information.

21 **MR. CASEY:** Just put it in comments what your
22 suggestion is.

23 **MR. HATCH:** Tough decision.

24 **MR. CASEY:** If that's the hardest decision
25 we've got to make today --

1 **MR. HATCH:** Really. No. No. No. That's
2 not the hardest.

3 **MS. GERVASI:** Okay. Well, so we're still on
4 (7). We didn't get any pre-workshop comments on
5 subparagraphs (c) or (d). I don't know if anybody has
6 any comments on either of those.

7 **MR. BRADBURY:** This is Jay at Cox again. Not
8 particularly on those, but we did make comments about,
9 you know, you've got, you've got that 60-day statutory
10 thing there, but you've got a number of other things
11 there. 20 days here, 30 days there. I'd like to see
12 them all be consistent, say, at 30 days. And, again,
13 those were in our comments.

14 **MS. GERVASI:** Are you looking -- yeah. Are
15 you looking at subparagraph (e), (7) (e)? I see your
16 suggestion.

17 **MR. BRADBURY:** (7) (b) -- (7), yeah -- (b) is
18 60 days, (e) is 20 days. Yeah. There's 30 days at
19 (10). There's just a number of places where there are
20 different days. If they can be consistent, it would be
21 easier on all of us.

22 **MS. SALAK:** We'll look at it, but I can tell
23 you that there was a difference between the 20 and the
24 30 because there's a different process. By the time
25 you get it, it's -- they're eligible and you know it

1 and you don't have to review it yourself. But
2 that's -- we'll certainly look at it. What do you
3 think?

4 **MR. BRADBURY:** And, again, with the NLAD we
5 do have to review it ourselves again. It has to go to
6 the NLAD before it's, before it's done.

7 **MR. O'ROARK:** And, Beth, De O'Roark with
8 Verizon. Let me clarify what I just said. Although
9 we're okay with the rule as drafted, we're also okay
10 with the way that AT&T proposes to amend it, so. We're
11 okay either way.

12 **MS. SALAK:** Okay. Thank you.

13 **MS. SIRIANNI:** Well -- and this Maryrose
14 Sirianni with AT&T again. And I, now that we're
15 jumping to (e), AT&T proposes 40 days to the 20 days
16 that's in the current rule. And as Mr. Bradbury
17 states, you know, these rules were put into place prior
18 to the NLAD process being in place, and so there is
19 some time added to the process to, to get through to
20 completion. So, you know, I think he proposes 30 days,
21 we propose 40. Y'all said you would look at it.

22 **MS. SALAK:** We will. I just -- it'll
23 probably be based on what we hear about NLAD.

24 **MR. BAILEY:** Yeah. This is Sam from
25 iWireless. I would definitely concur with that. I

1 mean, by the time we have to reach -- if we have to
2 reach out to the customer again to complete an IEH
3 from, just, you know, it all takes time.

4 **MS. SALAK:** So how long is the -- how long in
5 general is your customer waiting to get their credits
6 for their free service?

7 **MR. BAILEY:** I mean, normally, you know, it
8 doesn't take long at all. But it's just when we have
9 to, you know, getting the information when we have to
10 reach back out to the customer, you know, and then we
11 don't get ahold of them, you know, we kind of put it in
12 hold and then try to call them again and mail them a
13 letter, you know, just trying to get ahold of them, it
14 just, you know, it takes time to get all that
15 information if it's not complete.

16 **MS. SALAK:** So just to throw an idea out, and
17 it's not a great one, but what would -- how would you
18 feel if we put a new date in there that says when you
19 have to have it to NLAD by? That way we know that
20 you're processing. And if you run into trouble, I
21 mean, we do understand -- I'm empathetic, I don't know
22 about Bob here, but I'm empathetic.

23 **MR. HATCH:** Yeah, he's not going to be here
24 much longer.

25 **MS. SALAK:** That's right. But we're not

1 going to wait until Bob leaves to finish the rule. So
2 it's just another idea that --

3 **MR. HATCH:** It's a thought.

4 **MS. SIRIANNI:** It's a thought. This is
5 Maryrose. The only hold back I have is that I just
6 need to check, I mean, because our contract has a
7 certain number of days.

8 **MR. HATCH:** Sending it to NLAD might be --
9 yeah.

10 **MS. SIRIANNI:** Yeah. I don't know, you know,
11 if we have a rule requirement that is less than the
12 days that we have in our contract, I don't know that
13 they're going to go and redo a contract just because
14 Florida put a rule in place that's less than the number
15 of days that we allow in the contract for the vendor to
16 get it. It doesn't mean that we wouldn't do it in the
17 shorter amount of days, which I'm sure we already
18 probably do, than what the contract says, but that's
19 the only issue that I have.

20 **MR. CASEY:** Could you put it in your
21 comments, the suggested date?

22 **MR. HATCH:** Sure.

23 **MS. SIRIANNI:** Yes.

24 **MR. CASEY:** That it would go to NLAD within
25 so many days?

1 **MS. SIRIANNI:** Yes. And I'll address that.
2 I'll address that. I just wanted you to know that, you
3 know, because we have a contract that's out there that
4 serves all the states and Florida puts a rule in, then
5 it causes issues.

6 **MR. BRADBURY:** This is Jay at Cox. I can go
7 to the NLAD today. I may not get approval from the
8 NLAD for three weeks from now because there was some
9 error, I have to reach the customer, and the customer
10 doesn't respond to me. But I have gone to the NLAD.

11 **MS. SALAK:** Right. But right now there's no
12 requirement when you have to go to NLAD and so it's --
13 and I understand your issue about if you're really in
14 the market and you want to complete. But there are
15 others who aren't as excited about the market, so.

16 **MR. CASEY:** And that would be for your
17 initial check, I think, wouldn't it?

18 **MS. SALAK:** Right.

19 **MR. CASEY:** Yeah. You'd go to NLAD within so
20 many days for your initial check. So if it's rejected,
21 you know, that's another story.

22 **MS. SALAK:** That'd be -- right.

23 **MR. McCABE:** Yeah. I mean, at some point in
24 time with the rule, you know, you've got a rule in
25 place, but if the customer doesn't fulfill his

1 obligations, the rule is basically out the window.

2 **MR. CASEY:** Exactly. We understand.

3 **MS. SIRIANNI:** Right. And actually do you
4 consider that -- you know, once we get a rejection back
5 from NLAD and we send something to the customer, I
6 mean, we still would try to make that time frame. But
7 at what point? When we get a rejection back and they
8 don't respond, I mean, then are we no longer held
9 accountable for that time frame? Is it just using good
10 judgment? I mean --

11 **MS. SALAK:** We can put dates followed, if you
12 want to. I mean, I, I --

13 **MS. SIRIANNI:** No. I just was throwing it
14 out for discussion purposes because it does raise an
15 issue, I mean, in, I think, our mind if we get a
16 rejection and we try to reach out to the customer and,
17 you know, they aren't getting back to us, then no
18 longer is it under the requirement of the time frames
19 that you have because it's out of our hands.

20 **MS. SALAK:** Uh-huh.

21 **MR. McCABE:** I think it's awfully hard though
22 to pinpoint a rule that tight.

23 **MS. SIRIANNI:** Yeah.

24 **MR. McCABE:** Because you could have -- you
25 know, it might be three weeks when one person gets back

1 to you and it might be six weeks when another. So, I
2 mean, having 30 days or 60 days at that point in time,
3 I mean, it's, you know, it really becomes, you know, a
4 matter of common sense.

5 **MS. SIRIANNI:** Yeah. I certainly would not
6 want a timeframe. I mean, I was thinking more in the
7 sense that if you got a rejection, then it kind of
8 falls outside of that.

9 **MS. SALAK:** I'm going to have to talk to the
10 attorneys about the 60 days and how we can interpret it
11 or not interpret it, so I can't give you an answer.

12 **MS. SIRIANNI:** No. It was really just to
13 kind of, as a discussion because it's something that
14 kind of comes up, you know, what to do with those
15 outliers.

16 **MS. SALAK:** I understand. I just, I don't
17 have the answers.

18 **MR. BRADBURY:** This is Jay. Again, under
19 (7)(e), in 20 days we have to make a report about
20 what's happening with those outliers. At that point
21 they would be a rejected applicant.

22 **MS. SALAK:** If we were to give you a time for
23 the NLAD, I'm sure the timeframes would change to
24 reflect that, I would imagine.

25 **MR. BRADBURY:** I just think trying to give us

1 a requirement to go to the NLAD is a micromanaging
2 process.

3 **MS. SALAK:** All right. I mean, our rule can
4 just say --

5 **MR. BRADBURY:** Because we have no incentive
6 not to go to the NLAD. There's no reason to sit on, to
7 sit on a potential customer.

8 **MR. CASEY:** And we agree with you, but there
9 are some companies out there that will sit on it.

10 **MR. BAILEY:** Hey, this is Sam from iWireless.
11 So the purpose of this, you guys -- just in general for
12 (7)(e) is that you guys just want a response back of
13 any subscribers that have been rejected?

14 **MR. CASEY:** Correct.

15 **MR. BAILEY:** I'm just trying to make sure.
16 Okay.

17 **MR. CASEY:** We want to let the customer know.
18 A lot of times they will put the wrong telephone
19 company on here, and we send letters to those people
20 when the rejection says that.

21 **MS. SALAK:** Which is number one -- for number
22 one we send letters. We don't for the others.

23 **MR. BAILEY:** Okay.

24 **MS. SALAK:** So where are we?
25

1 **MS. GERVASI:** (7) (f), unless anybody has
2 anything more to say about (e).

3 Should we move on to (8)? And (8) simply
4 says, "An eligible telecommunications carrier shall
5 not impose additional certification requirements on
6 the subscribers beyond those which are required by
7 this rule or by Title 47," et cetera, of the FCC
8 rules, various FCC rules. I'm wondering if we
9 should also include the requirements of Section
10 364.10(2) (a) just to be comprehensive.

11 **MR. HATCH:** I didn't bring 364 unfortunately.
12 What does that say?

13 **MS. SIRIANNI:** I did.

14 **MR. CASEY:** Each local exchange company
15 telecommunications --

16 **MR. HATCH:** I printed it out yesterday. I
17 just didn't bring it today.

18 **MR. CASEY:** Yeah. But has more than one
19 million lines and designated as an ETC shall --

20 **MR. HATCH:** That's the one I printed
21 yesterday. No wonder I didn't have it.

22 **MS. GERVASI:** And part of the reason I
23 thought about adding that is because in the next
24 paragraph, paragraph (9), I think this is a paragraph
25 that AT&T suggests can be stricken because it's

1 redundant.

2 **MR. HATCH:** Yeah. It's -- what's required in
3 (9) is picked up in (8) essentially.

4 **MS. GERVASI:** And I think if we include 364,
5 reference to 364.10(2)(a) in (8), then we could get rid
6 of (9) and have (8) encompass everything that would
7 have otherwise been in both paragraphs. And I don't
8 know if Public Counsel has any concerns about that
9 because paragraph (9) specifically refers to Public
10 Counsel.

11 **MS. STEFFENS:** No.

12 **MS. GERVASI:** Okay.

13 **MR. HATCH:** I'm not sure that that adds
14 anything, Roseanne. And the only reason I say that,
15 and I didn't bring it with me, that's a volume that
16 someone else has for the moment, but the eligibility
17 criteria that are in 54.409 and all the rest of the
18 cites there I think pick up both program as well as
19 income eligibility. So those references gather up the
20 OPC stuff, which is why we wanted to strike it as
21 redundant. So I'm not sure what adding 364.10 -- is it
22 (2)(a) or (3)(a)? It's (3)(a) in the rule but it's --

23 **MS. GERVASI:** (2)(a). (3)(a) was a typo.

24 **MR. HATCH:** Oh, okay. I didn't check that
25 one obviously.

1 **MS. SIRIANNI:** So are we talking about
2 the federal that includes -- is that what you're
3 saying?

4 **MR. HATCH:** Yeah. If you look at the rule
5 cite, the FCC rules in (a) essentially describes all
6 the eligibility, where all the eligibility criteria
7 are. Income eligibility is part of that. Program
8 eligibility is also a part of that. But when you add
9 Public Counsel and income eligibility separately, it's
10 just redundant to what's already described in (a).

11 **MR. CASEY:** And I believe that's what
12 Roseanne is suggesting, you eliminate (9).

13 **MS. GERVASI:** Yeah.

14 **MR. HATCH:** Yes. But then she also wants to
15 add in 364.10(2)(a).

16 **MS. GERVASI:** Only because it references
17 specifically the Office of Public Counsel, whether
18 that's necessary or not. Maybe not.

19 **MR. HATCH:** I'm not sure that it is. I mean,
20 just because the Office of Public Counsel does the
21 income eligibility, I'm not sure that the rule requires
22 that it be mentioned to pick up the income eligibility.

23 **MS. SALAK:** Because income-based is
24 referenced --

25 **MR. HATCH:** It's already in the FCC's rules.

1 Now who actually does it, I think, is irrelevant to the
2 FCC's rules.

3 **MS. GERVASI:** Uh-huh.

4 **MR. HATCH:** I'm not sure that it matters, but
5 --

6 **MS. GERVASI:** Okay.

7 **MS. KHAZRAEE:** And this is Sandy. I'm fine
8 with the language that's here in paragraph (8). I just
9 want to confirm that if we have customers that fail
10 NLAD and we have to go back and ask them to prepare an
11 IEH or give us a copy of their driver's license or
12 social security or something in order to prove they're
13 not a duplicate, that is not going to be considered
14 asking them for additional certification requirements.

15 **MR. CASEY:** No. Because those certification
16 requirements in the federal rules require that.

17 **MS. KHAZRAEE:** Okay.

18 **MR. CASEY:** And they failed it. Yeah.

19 **MS. KHAZRAEE:** I just wanted to be clear.
20 Thanks.

21 **MR. CASEY:** If they didn't give it to you
22 upfront, then it's their failure.

23 **MS. GERVASI:** Okay. So we're considering
24 deleting paragraph (9).

25 **MR. HATCH:** Okay. Anyway for what it's

1 worth, my two cents.

2 **MS. GERVASI:** Yeah. Paragraph (10), again we
3 have a time deadline here to provide written notice to
4 a customer within 30 days of receipt of the application
5 providing the reason for rejection.

6 **MS. SIRIANNI:** This is Maryrose with AT&T
7 again. Basically the change here makes the time for
8 enrolling subscribers who directly apply with the ETC,
9 make the timeframe the same as the time in the previous
10 rule, the 40 days.

11 **MR. CASEY:** There were two changes to this.
12 One was the 30 to 40 days that AT&T suggested, and then
13 the other is that you only want to cover applicants who
14 directly file with the ETC.

15 **MS. SIRIANNI:** That -- you are correct, Bob,
16 and that does suggest that. But I will say that, you
17 know, our vendor does send denial letters to the
18 customers who come through the coordinated process.
19 So, I mean, we do do it. It's just -- the suggestion
20 is because, you know, those customers who apply
21 directly through us, we would, we would send those.
22 But then when we send the spreadsheet back to you all
23 since they applied through your process, it seemed
24 logical that that's where they would get the letter.
25 But, like I said, our vendor does send the letter to

1 them. We're just trying to put the duty of who does
2 what based with where it comes from.

3 **MR. CASEY:** So do we really need to apply for
4 Lifeline assistance directly with the ETC?

5 **MS. SIRIANNI:** I mean, that's our suggestion
6 to do that, but, you know, we understand that you are
7 not thrilled about that language, I guess, to say the
8 least.

9 **MS. SALAK:** I just don't know if we have any
10 power to do it.

11 **MS. SIRIANNI:** Okay. Well, and, like I said,
12 we do send the denial letter, but we were just trying
13 to put the work where it starts and that's where the
14 letter would come from since they apply through that
15 process, but --

16 **MR. O'ROARK:** De O'Roark with Verizon. Is
17 the concern that if the request comes through the
18 coordinated process, AT&T is not the entity that sends
19 the letter but AT&T's vendor?

20 **MS. SIRIANNI:** That's part of it. But it's
21 just that if that customer enrolled, coordinated
22 enrolled, you know, and it went DCF to the Public
23 Service Commission and then comes to us, we send that
24 spreadsheet back to the Commission saying that they
25 were, they were denied and that's where it originated,

1 and our thought was is then that's where the letter
2 should come from informing them of the denial, just to
3 kind of get things, you know, in perspective as to
4 where it originated, that's where. But I understand
5 that, you know, it is a resource issue on your side.
6 And I, and I did want you to know that, I mean, it is
7 being done today, so it's not as if it's not being
8 done. It's just, you know, it's one of those if we
9 could have everything ultimately how we would like it,
10 that's how we would like it.

11 **MR. BRADBURY:** This is Jay at Cox. We
12 likewise use a vendor. But if we're going, if we're
13 going to reject a customer, we would prefer to
14 communicate with that customer for the save
15 opportunity. So here we would say, you know, this
16 should apply regardless of which source. So happy with
17 the 40 days, but it shouldn't be limited to only
18 direct.

19 **MS. GERVASI:** Thank you. Any other comments
20 about that?

21 **MS. SALAK:** So I just -- AT&T, you have 22
22 states that are covered with this contract. So for all
23 those other states, too -- I mean, is it across the
24 board for all of them?

25 **MS. SIRIANNI:** I don't know the process for

1 every single state and if it differs. I believe that
2 the vendor, you know, does this for most of them, but I
3 can't really speak to it. I'd have to find out. I
4 just don't know if other states have different, you
5 know, could have different processes.

6 I will tell you as far as paragraph (10)
7 goes, the amount of days to be consistent, the 40
8 days to be consistent with the time period that we
9 suggested in the earlier part of the draft, that
10 would be more urgent to us.

11 **MR. HATCH:** Than the notice issue.

12 **MS. SIRIANNI:** Than the notice issue that we
13 asked for in this paragraph.

14 **MS. SALAK:** Prioritizing for us.

15 **MS. SIRIANNI:** Yes. Prioritizing for you.

16 **MS. SALAK:** No. I appreciate that actually.
17 Thank you.

18 **MS. GERVASI:** Moving on to paragraph (11).
19 Any comments on paragraph (11)? It basically says what
20 needs to be in the notice of impending termination.
21 No?

22 Paragraph (12), I think we did get some
23 written comments on paragraph (12).

24 **MS. SIRIANNI:** Yes.

25 **MR. HATCH:** Yes. We made, we made some

1 comments.

2 **MS. SIRIANNI:** We did. On paragraph (12), it
3 starts on page 11 and goes to page 12, this is
4 subscriber's Lifeline assistance is terminated. The
5 current rule basically states that, that we'll
6 reinstate as soon as practical, no later than 60 days.
7 However, what we're suggesting is based on the FCC
8 rules that have been put into place subsequent to this
9 initial rule that the subscriber be treated as making a
10 new application for Lifeline.

11 **MR. HATCH:** And then whatever that process
12 is, it just flows back through the process the same
13 way.

14 **MS. SIRIANNI:** Right. Just trying to put
15 things in line with --

16 **MS. KHAZRAEE:** And CenturyLink agrees with
17 that, would support their change there.

18 **MS. SIRIANNI:** I mean, there really is no
19 continuation of it. It basically is that they're no
20 longer eligible and then they reapply, and once it's
21 verified that they're eligible, then we re-enroll.
22 Just getting the processes straight and current.

23 **MR. O'ROARK:** Verizon would be fine with that
24 change.

25 **MS. SALAK:** How does Cox feel about that

1 change?

2 **MR. BRADBURY:** We would support that, we
3 would support that change also.

4 **MS. SALAK:** Okay.

5 **MS. GERVASI:** Thank you. Paragraph (13).

6 **MS. SIRIANNI:** Paragraph (13), AT&T -- this
7 is Maryrose Sirianni with AT&T again. AT&T proposes to
8 delete this paragraph. This section confuses the
9 general ETC advertising obligations. They're in the
10 FCC's rules with the Lifeline advertising. I mean,
11 there's a difference between advertising that an ETC
12 has to do and specific Lifeline advertising, so we
13 would just suggest that this, that this be eliminated
14 to avoid any confusion.

15 **MS. GERVASI:** Thank you.

16 **MS. SALAK:** Does anybody -- does everyone
17 agree with that?

18 **MS. KHAZRAEE:** CenturyLink agrees with
19 that -- would support that.

20 **MR. O'ROARK:** Verizon could support that
21 change.

22 **MR. McCABE:** I guess I would disagree just
23 for the sake of disagreeing with AT&T.

24 **MR. CASEY:** You had to throw one in there;
25 right?

1 **MS. SIRIANNI:** Tom, go back to sleep.

2 **MR. McCABE:** We're fine.

3 **MS. GERVASI:** All right. And what about
4 (14), because that talks about publication, too. But
5 it basically says what the FCC rule says, doesn't it,
6 about publicizing the availability of Lifeline in a
7 manner reasonably designed to reach those likely to
8 qualify as required by the FCC's rules.

9 **MS. SIRIANNI:** And actually that's one of the
10 points is that (13) is, seems to be redundant with
11 subsection (14) anyway as it refers to the FCC.

12 **MR. HATCH:** And there's two different
13 advertising provisions.

14 **MS. SIRIANNI:** Right.

15 **MR. HATCH:** The second one is the correct
16 one. The first one is a different advertising
17 provision that's broader than the second one. The
18 second one is specific to Lifeline.

19 **MS. GERVASI:** To the Lifeline.

20 **MS. SIRIANNI:** Right. The first one was more
21 to ETCs generally.

22 **MS. GERVASI:** I wonder if we need either one.
23 Since the second one is in the FCC's rules, then
24 everybody has to do it because it's being required by
25 the FCC. I don't know. I'm just --

1 **MR. CASEY:** It would be a duplication is what
2 you're saying.

3 **MS. KHAZRAEE:** We thought we didn't need it,
4 but --

5 **MS. GERVASI:** You know, we might as well air
6 it out because JAPC might catch it and tell us we can't
7 leave it in there. I don't know whether they would --
8 it's hard to say what they might or might not do, but
9 they often frown on duplication, so --

10 **MS. SIRIANNI:** I don't think --

11 **MS. GERVASI:** Everybody would still have to
12 do it regardless of whether it's in this rule or not is
13 the --

14 **MS. SIRIANNI:** Right. Exactly.

15 **MS. KHAZRAEE:** Yeah. We just felt like we
16 probably didn't need it here because we know we have to
17 do it because it's federal, but we don't feel strongly
18 enough to -- one way or the other.

19 **MS. GERVASI:** Okay. Thank you. Does anybody
20 else have any comments to make on (13) or (14)?

21 Paragraph (15), placing an insert.

22 **MR. BRADBURY:** Is this to be on all
23 subscribers of the ETC's bill? Are you suggesting an
24 insert to every, every AT&T subscriber or every Cox
25 subscriber and every Verizon subscriber once a year?

1 **MS. SALAK:** Yes.

2 **MS. GERVASI:** If they generate customer
3 bills.

4 **MS. KHAZRAEE:** And we thank you that it says
5 "insert or bill message." We appreciate that.

6 **MS. SIRIANNI:** Yes. Yes. Very much.

7 **MS. KHAZRAEE:** We will do bill message.

8 **MR. CASEY:** I think someone recommended that.

9 **MS. SIRIANNI:** I think it was us years ago.
10 We did bill messages for a long time even when it--

11 **MS. SALAK:** It was like in the 2009
12 rulemaking.

13 **MS. SIRIANNI:** I think so.

14 **MS. SALAK:** We caught on.

15 **MS. SIRIANNI:** Or before. I'm not going to
16 say how long I've been here. I'll give my age away.

17 **MS. SALAK:** Was that 2007 you came in?

18 **MS. SIRIANNI:** Okay. Let's just stop. It
19 was, it was a while ago.

20 **MS. GERVASI:** Anything else on paragraph
21 (15)?

22 Paragraph (16), I know AT&T had a
23 suggestion here.

24 **MR. HATCH:** Yeah. We just -- if you're going
25 to incorporate the rule, just incorporate the rule.

1 There's no point in describing the rule that you're
2 incorporating.

3 **MS. GERVASI:** If we incorporate it at all.

4 **MR. HATCH:** If you -- well, incorporation is
5 one thing. Repeating it wholesale is another issue.

6 **MS. GERVASI:** Yeah.

7 **MR. HATCH:** I think you can incorporate
8 things by reference. JAPC is not going to bother you
9 with that.

10 **MR. CASEY:** A question did come up because of
11 the waiver that we received from the federals, from the
12 feds. Should we put something in there about that?
13 Because if you follow that rule --

14 **MR. HATCH:** I hadn't thought about that.

15 **MR. CASEY:** Yeah.

16 **MS. SIRIANNI:** Interesting.

17 **MR. CASEY:** And that doesn't cover the
18 waiver, you know, the exceptions to --

19 **MR. HATCH:** Yeah. Yeah. Yeah. Yeah.
20 You're exactly right.

21 **MS. GERVASI:** Because 417 --

22 **MR. HATCH:** I didn't even think about that
23 one.

24 **MS. SIRIANNI:** Yeah, I hadn't either.

25 **MR. CASEY:** Well, think about it and let us

1 know in your comments. How about that?

2 **MS. KHAZRAEE:** Yeah. We did note that our
3 records would have a note that says what, what was
4 presented not necessarily to us since we don't actually
5 have the application. It's not that we want that out
6 of here. I'm just saying that was our internal
7 conversation. We may not have all of the records, but
8 we would know what, what you guys sent us and what
9 program they --

10 **MS. SALAK:** Is that what the rule says? I
11 thought that's what it did say for you to do, or the
12 order. Something said that.

13 **MS. SIRIANNI:** You mean the waiver order or
14 the --

15 **MS. SALAK:** No. The order order.

16 **MS. SIRIANNI:** The order order.

17 **MS. SALAK:** Yeah. You got something.

18 **MS. KHAZRAEE:** I did have a question and I
19 didn't look this up before I came. So does the federal
20 rule say three years or does it say three years or for
21 as long as the subscriber receives Lifeline assistance?

22 **MR. CASEY:** It says, "For the three full
23 preceding calendar years and provide that documentation
24 to the Commission," and then it goes on to say,
25 "Eligible telecommunications carriers must maintain a

1 documentation for as long as the subscriber receives
2 Lifeline service from that ETC."

3 **MS. KHAZRAEE:** Okay.

4 **MR. HATCH:** Which could be a long time.

5 **MR. CASEY:** Could be. You want customers to
6 stay with you for a long time.

7 **MR. HATCH:** Usually.

8 **MR. CASEY:** Don't pick and choose.

9 **MR. HATCH:** Sometimes not.

10 **MR. CASEY:** Sometimes not, yeah.

11 **MS. EDMONSTON:** So you're going to put
12 wording, the waiver wording in (16)?

13 **MS. SALAK:** We're considering it, yes.

14 **MR. CASEY:** The suggestion was made.

15 **MS. SALAK:** Somehow incorporating the waiver
16 language into the rule.

17 **MR. HATCH:** If worse comes to worse, you
18 could always do subject to the waiver order number,
19 follow the record.

20 **MR. CASEY:** That's true.

21 **MR. HATCH:** That would be short and sweet.

22 **MS. SIRIANNI:** Yeah. Just keep it short,
23 short and sweet.

24 **MS. GERVASI:** Okay. Does anybody have any
25 other comments or suggestions with respect to any

1 provision of the draft Lifeline rule, because that
2 brings us to the end of the paragraphs.

3 **MR. CASEY:** And on to applications.

4 **MS. GERVASI:** And on to applications. Right.

5 So let's move on to applications. And I
6 know AT&T had some suggestions for additions.

7 **MS. SIRIANNI:** Yes. The first -- this is
8 Maryrose Sirianni with AT&T again.

9 Page 19 -- well, page 20 on the
10 application, the first change at the top, the
11 temporary residential address, on that one the FCC
12 rule requiring this verification of the temporary
13 address, 90 days, it never took effect because the
14 Office of Management and Budget rejected the rule.
15 So it should be deleted here to mirror the federal
16 rules.

17 **MR. CASEY:** It was withdrawn, not rejected.

18 **MS. SIRIANNI:** Well, okay.

19 **MR. CASEY:** That was clarification I got from
20 the FCC.

21 **MS. SIRIANNI:** Thank you for your correction.
22 Withdrawn.

23 **MR. CASEY:** And they specifically said it
24 wasn't rejected, we withdrew it.

25 **MS. SALAK:** But we still agree.

1 **MR. HATCH:** Before they could release those.

2 **MS. SIRIANNI:** Withdrawn, rejected, the point
3 is it doesn't need to be here.

4 **MS. SALAK:** It comes out.

5 **MS. SIRIANNI:** Okay. It comes out.

6 **MR. McCABE:** Maryrose, where are you?

7 **MS. SIRIANNI:** I'm sorry.

8 **MS. GERVASI:** This is on AT&T's, attached to
9 AT&T's comments.

10 **MR. McCABE:** Okay.

11 **MS. SIRIANNI:** It's the application for
12 Lifeline assistance. Is this -- and I was trying to
13 look, this is the PSC's Lifeline --

14 **MR. CASEY:** Correct.

15 **MS. SIRIANNI:** -- application.

16 **MR. CASEY:** Correct.

17 **MR. O'ROARK:** Which page?

18 **MS. GERVASI:** This is attached to AT&T's
19 suggestions.

20 **MS. SIRIANNI:** Page 20.

21 **MS. GERVASI:** It's page 20 of AT&T's
22 comments. Do you have a copy of that?

23 **MR. O'ROARK:** I do.

24 **MS. GERVASI:** Okay.

25 **MR. O'ROARK:** But I'm looking to see what the

1 change is.

2 **MS. GERVASI:** Page 20, it's one, two, three,
3 four paragraphs down.

4 **MS. SIRIANNI:** The top on page 20, the back
5 side of the application -- do you have that?

6 **MR. O'ROARK:** Oh, this?

7 **MR. BRADBURY:** Are we looking at the AT&T
8 suggested strike on the temporary residential
9 recertification?

10 **MR. CASEY:** Yes, that's correct.

11 **MS. SIRIANNI:** Go to the second page of that
12 one.

13 **MR. BRADBURY:** Like I said, as AT&T mentions
14 there, they never got that in place. We're still
15 required to have the check boxes on there. The
16 solution we've used on our applications is to say I may
17 be required rather than I will be required. That way
18 in the future if the, if the FCC goes back to OMB and
19 gets their rule approved, we don't have to come back to
20 the application.

21 **MR. CASEY:** I see no problem with that for
22 your application.

23 **MR. BRADBURY:** I think yours would benefit
24 from that, too. You don't want to have to change yours
25 either later, but I can defer.

1 **MS. SIRIANNI:** Chances are -- I mean, it was
2 withdrawn, it wasn't just rejected. They would have to
3 kind of start all over. I think it would be a while if
4 it were going to be reinstated.

5 **MR. BRADBURY:** They just withdrew the
6 consideration of the rule. The rule is still there.
7 It's not in effect.

8 **MR. HATCH:** Correct.

9 **MS. SIRIANNI:** Correct.

10 **MR. BRADBURY:** All they have to do is go back
11 to the OMB and say I want this to become in effect. I
12 don't think they're going to do it, but --

13 **MS. SIRIANNI:** These, these applications, are
14 they actually part of the rule?

15 **MR. HATCH:** Yes.

16 **MS. GERVASI:** Yes.

17 **MR. BRADBURY:** Uh-huh.

18 **MS. SIRIANNI:** So you would -- okay. I
19 wasn't sure.

20 **MR. HATCH:** Yeah. The form is part of the
21 rule.

22 **MS. SIRIANNI:** I don't know. I'd have to --
23 I don't think we'd have an issue with it. But, you
24 know, let me go back and find out and I'll file
25 comments. So basically you're saying, Jay, to change

1 it to say --

2 **MR. BRADBURY:** Change "will" to "may."

3 **MS. SIRIANNI:** I may be required. I got you.
4 Okay. I'll check on that.

5 And then a couple of paragraphs down, I
6 believe somebody mentioned this earlier, it might
7 have been you, Jay, or somebody else, that there is
8 additional data points that the ETCs are required to
9 provide to NLAD. So we were adding those in, the
10 address, date of birth, last four digits.

11 **MS. GERVASI:** The "and other information" may
12 be considered a little too vague.

13 **MR. BRADBURY:** Yeah. This is one of those
14 areas -- on an ETC's application this is known as the
15 National Lifeline Accountability Database Disclosure
16 and Consent. In the rule there are nine items of
17 information that we're supposed to inform the customer
18 that we collect and send to the NLAD, and they have to
19 initial that they understand that and that if they
20 don't initial it, then we won't give them, give them
21 Lifeline.

22 On our applications we have that as a
23 totally separate block. Now, I know this discussion
24 was held between the FCC and staff probably two
25 years ago, and the FCC agreed with the language that

1 you've got there now and said it was compliant, but
2 it would not be compliant for us as an ETC.

3 **MR. CASEY:** And you were going to send us a
4 sample application of yours, right, to see how it
5 looks?

6 **MR. BRADBURY:** Yes, I -- yeah, I can do that.

7 **MR. CASEY:** That would help us out.

8 **MS. SALAK:** So, but back to Roseanne's
9 question, so other information for AT&T, what did that
10 mean?

11 **MS. SIRIANNI:** It says, "and other
12 information may be provided." I mean, I see that no
13 differently than if you added "may" up at the top one.
14 I mean, if anything else is added, you don't have to go
15 back and -- I mean --

16 **MS. SALAK:** Well, I guess one is whether JAPC
17 will take it or not.

18 **MS. SIRIANNI:** I mean, and I can, and I can
19 ask if there's -- and I'm not sure, to be honest with
20 you, if there's something specific that we were
21 thinking there, but it's kind of to me like a catchall.

22 **MS. SALAK:** But if you were a consumer
23 filling this out, would you wonder, well, what the heck
24 else are they going to tell them?

25 **MS. GERVASI:** And I wondered if maybe you

1 meant what is specified in the FCC rule where you've
2 got that comment box off to the right, the date on
3 which Lifeline service was initiated, the date on which
4 it was terminated, if it's terminated later, the amount
5 of support, all of that.

6 **MR. HATCH:** I'm guessing that's what it was.

7 **MS. SIRIANNI:** Yeah. And that may be because
8 that's a lot to put in there. The customer would be
9 kind of -- their head would be swimming.

10 **MS. GERVASI:** It is. It is although just
11 saying "and other information" I think probably would
12 be not giving enough indication of what that might
13 involve.

14 **MS. SIRIANNI:** I mean, I think you're right
15 because all of that information that's in that block is
16 information that has to be provided to NLAD when we
17 submit it to NLAD. I mean, if, you know, I don't know
18 if anybody else has a comment on that. I mean, if we
19 think it specifically, you know, needs to be spelled
20 out in here.

21 **MR. CASEY:** Well, the applicant wouldn't have
22 the day which Lifeline was initiated or terminated.

23 **MS. SIRIANNI:** No, they wouldn't know, they
24 wouldn't know any of that, and I think that goes to the
25 purpose -- thank you, Roseanne, for bringing that up

1 because now that I reread it, my memory is coming back
2 a little -- that those things wouldn't mean anything to
3 the end user when they're filling out the application.

4 **MS. GERVASI:** Right.

5 **MS. SIRIANNI:** They would be kind of like,
6 well, what does that mean? What do I put in there?
7 What do I -- you know. But they are needed, they are
8 required for the ETC to fill that information in before
9 they submit it to NLAD. So that's, that's kind of,
10 kind of where --

11 **MS. GERVASI:** And the gentleman who was on
12 the phone who said you have nine things enumerated on
13 your application, are those the, are those included,
14 all of the things that --

15 **MR. BRADBURY:** In this list, I think, I think
16 they probably are.

17 **MS. GERVASI:** Okay. So we'll take a look at
18 that and see.

19 **MR. BRADBURY:** Like I say, our application
20 has, you know, what we believe the rule actually
21 requires to be on an application.

22 **MS. GERVASI:** Okay.

23 **MR. BRADBURY:** We'll get that to you.

24 **MS. GERVASI:** Thank you. Super. Are there
25 any other comments or suggestions to either of the

1 forms?

2 **MR. CASEY:** I believe -- didn't they suggest
3 moving up some information?

4 **MS. SALAK:** AT&T.

5 **MR. CASEY:** AT&T. The statement that says,
6 "Applicants who presently participate in the Medicaid
7 Supplemental Nutrition Assistance Program can complete
8 the online electronically."

9 **MR. HATCH:** Where are we?

10 **MS. GERVASI:** Page 19 of your comments.

11 **MR. CASEY:** Didn't you recommend putting it
12 up there upfront so the customer can see it?

13 **MS. SALAK:** It's a good suggestion.

14 **MS. SIRIANNI:** Oh, I forgot about that.

15 **MR. CASEY:** And we agreed to it.

16 **MS. SIRIANNI:** There we go.

17 **MS. SALAK:** It was a great suggestion.

18 **MR. HATCH:** That was a great suggestion.

19 **MS. SIRIANNI:** Yeah, it was, wasn't it?

20 **MS. SALAK:** I thought De made it.

21 **MR. CASEY:** It came from Verizon.

22 **MR. HATCH:** That doesn't stop me from
23 claiming credit.

24 **MR. CASEY:** It came from the Verizon guy.
25 Wasn't that what it was this morning, the Verizon guy?

1 **MR. O'ROARK:** That's right.

2 **MR. BRADBURY:** Okay. This is Jay again.
3 There are two other items, one of which was mentioned
4 on this morning's call. There is a new requirement for
5 obtaining authorization for benefit transfers. And,
6 again, our current application has, has a block for
7 that. There's also a need for a block to, for the
8 subscriber to be able to voluntarily elect toll
9 restriction so that any deposits can be waived.

10 **MS. GERVASI:** And you're suggesting these
11 should be added to the forms?

12 **MR. BRADBURY:** They, they should be, yes.

13 **MR. CASEY:** And we can, we can take a look at
14 that when you send us the application.

15 **MR. BRADBURY:** Yes. Okay. I'll do that
16 right after we get off here. I'll highlight the
17 sections for you, too.

18 **MS. GERVASI:** Thank you. Anything else? Go
19 ahead.

20 **MR. BRADBURY:** Another thought on that, our
21 applications also have a section where the subscriber
22 indicates what they are submitting as proof of
23 eligibility. And I think, Bob, I think I heard y'all
24 say that your email to us does tell us what, what
25 program they're eligible under.

1 **MR. CASEY:** Correct.

2 **MS. SALAK:** It doesn't tell you the program.

3 **MR. CASEY:** It tells you they're eligible.

4 **MS. SALAK:** It just tells you it's eligible
5 for those that are taken care of by DCF. It doesn't
6 tell you which, it doesn't tell you which --

7 **MR. BRADBURY:** It doesn't say which. Okay.

8 **MS. SALAK:** And that's okay.

9 **MR. CASEY:** Because of confidentiality.

10 **MR. BAILEY:** But there is a requirement that
11 we need to know -- this is Sam from iWireless. There
12 is a requirement that we need to know what they are
13 eligible under.

14 **MR. BRADBURY:** Okay. That's something we
15 have to submit to the NLAD.

16 **MR. BAILEY:** Yeah.

17 **MS. SALAK:** DCF doesn't tell you that.

18 **MR. CASEY:** We'll take a look at that.

19 **MR. BRADBURY:** Okay. And, let's see. And
20 the other thing, of course, is this is a program
21 eligibility only application.

22 **MR. CASEY:** That's correct.

23 **MR. BRADBURY:** As a carrier, my application
24 has to cover both program- and income-based, especially
25 since I don't meet the threshold for being under the,

1 the income-based program that the Office of Public
2 Counsel runs.

3 **MS. GERVASI:** Thank you. Anything else from
4 anyone?

5 And I'm looking at the title Lifeline
6 Assistance, and we had Lifeline Assistance Plan at
7 one point, we had Lifeline Assistance Service. It
8 looks like AT&T is suggesting we just remove Plan
9 and call it Lifeline Assistance.

10 **MR. HATCH:** Call it Lifeline Assistance.

11 **MS. GERVASI:** I kind of like that. Instead
12 of saying plan or service, just Lifeline Assistance
13 because it's all general --

14 **MS. SALAK:** We'll talk about it.

15 **MS. GERVASI:** We'll talk about it. Okay.
16 Any other suggestions that anybody might want to make,
17 we do want to give you an opportunity to file
18 post-workshop comments. And in our notice of the
19 workshop we gave it a date by which we asked for folks
20 to submit comments if they couldn't make it to the
21 workshop. That date is February the 4th, which is two
22 weeks from today. Would that work for submitting
23 post-workshop comments?

24 **MR. HATCH:** No.

25 **MS. GERVASI:** Two weeks isn't long enough?

1 **MR. HATCH:** No. February the 16th is the
2 date I have direct testimony in my arbitration due.

3 **MR. CASEY:** Okay. This morning we suggested
4 February 27th for those.

5 **MR. HATCH:** That would work.

6 **MR. CASEY:** Would that be okay?

7 **MR. HATCH:** That would work.

8 **MS. GERVASI:** If it's okay with you guys. So
9 February 27th for post-workshop comments. We will
10 entertain post-workshop comments through that, through
11 that date.

12 **MR. McCABE:** Is a transcript going to be
13 provided?

14 **MS. GERVASI:** There will be a transcript.

15 **MR. CASEY:** There will be a transcript.

16 **MS. GERVASI:** It'll be -- we'll get a docket
17 opened once we get the statement of estimated
18 regulatory costs done. We've done one already, but I
19 think it's going to need to be updated because it's
20 been so long and we've made several more changes. But
21 once that's done, the next step is a recommendation to
22 the Commission, we'll have a docket opened and we will
23 move all of this, all of this documentation into the
24 actual docket, including the transcript. Until then
25 it'll be filed in the undocketed file for the year.

1 **MR. CASEY:** As soon as, as soon as Linda
2 sends it to me and it goes in the undocketed file, I'll
3 send it on to everybody.

4 **MS. GERVASI:** Okay. That's even better.
5 Thank you.

6 **MS. SIRIANNI:** So the comments for both the
7 working group and the Lifeline rules are February 27th.

8 **MR. CASEY:** February 27th.

9 **MS. GERVASI:** Very good.

10 **MS. SALAK:** If that still works.

11 **MS. SIRIANNI:** It works.

12 **MS. GERVASI:** Anything else? If not, I think
13 we're ready to adjourn the workshop. Thank you,
14 everybody, for participating.

15 (Proceeding concluded at 2:56 p.m.)
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1 STATE OF FLORIDA)
 : CERTIFICATE OF REPORTER
2 COUNTY OF LEON)

3
4 I, LINDA BOLES, CRR, RPR, Official Commission
5 Reporter, do hereby certify that the foregoing
6 proceeding was heard at the time and place herein
7 stated.

8 IT IS FURTHER CERTIFIED that I
9 stenographically reported the said proceedings; that the
10 same has been transcribed under my direct supervision;
11 and that this transcript constitutes a true
12 transcription of my notes of said proceedings.

13 I FURTHER CERTIFY that I am not a relative,
14 employee, attorney or counsel of any of the parties, nor
15 am I a relative or employee of any of the parties'
16 attorney or counsel connected with the action, nor am I
17 financially interested in the action.

18 DATED THIS 30th day of January, 2015.

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25


LINDA BOLES, CRR, RPR
FPSC Official Hearings Reporter
(850) 413-6734

FLORIDA PUBLIC SERVICE COMMISSION

AGENDA

STAFF WORKSHOP

IN RE: INITIATION OF RULEMAKING TO AMEND RULE 25-4.0665, F.A.C., LIFELINE SERVICE, AND TO REPEAL RULE 25-4.113, F.A.C., REFUSAL OR DISCONTINUANCE OF SERVICE BY COMPANY

January 21, 2015, at 1:30 p.m.
Room 105, Gunter Building (Internal Affairs Room)
2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

1. Staff overview of draft rules
2. Comments and alternative suggestions from interested persons
3. Discussion of suggested changes and timeframes for next steps
4. Adjournment

Parties/Staff Handout
event date 1/21/15
Docket No. Undocketed

1 25-4.0665 Lifeline Assistance Plan Service.

2 (1) A subscriber is eligible for Lifeline assistance service if:

3 (a) The subscriber is a participant in one of the following federal assistance programs:

4 1. Medicaid;

5 2. Supplemental Nutrition Assistance Program (SNAP)/Food Stamps;

6 3. Supplemental Security Income (SSI);

7 4. Temporary Assistance for Needy Families/Temporary Cash Assistance (Florida program);

8 5. "Section 8" Federal Public Housing Assistance;

9 6. Low-Income Home Energy Assistance Program; or

10 7. The National School Lunch Program – Free Lunch; or

11 (b) The subscriber's Local Exchange Company eligible telecommunications carrier has more
12 than one million access lines and the subscriber's household income is at or below 150 percent
13 of the federal poverty income guidelines.

14 (c) The subscriber's Local Exchange Company eligible telecommunications carrier has less
15 than one million access lines and, pursuant to Title 47, Code of Federal Regulations, Part 54,
16 Subpart E, Section 54.409 Consumer qualification for Lifeline, paragraph (a)(1), as amended
17 June 28, 2012, the subscriber's household income is at or below 135 percent of the federal
18 poverty income guidelines.

19 (2) A subscriber living on federally recognized Tribal lands who does not satisfy the eligibility
20 requirements for Lifeline assistance service in subsection (1) of this rule is nevertheless
21 eligible for Lifeline assistance service if the subscriber receives benefits from one of the
22 following Bureau of Indian Affairs programs:

23 (a) Tribal temporary assistance for needy families (TANF);

24 (b) National School Lunch ~~NSL~~ Program – Free Lunch; or

25 (c) Head Start.

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1 (3) When enrolling customers in the Lifeline assistance plan under paragraph (1)(a) of this
2 rule, eligible telecommunications carriers shall accept Form PSC/TEL 157 (2/13), entitled
3 “Application for Lifeline Assistance,” which is incorporated into this rule by reference and is
4 available at: [hyperlink]. This form can also be accessed from the Commission’s website at:
5 <http://www.floridapsc.com/utilities/telecomm/lifeline/LifelinePDFs/ApplicationEnglish.pdf>.
6 ~~Eligible telecommunications carriers with less than one million access lines are not required to~~
7 ~~enroll Lifeline applicants through the income eligibility test of 150 percent or less of the~~
8 ~~federal poverty income guidelines, but may do so voluntarily.~~
9 (4) Eligible telecommunications carriers shall enroll customers for Lifeline assistance who
10 electronically submit Form PSC/TEL 158 (6/10), entitled “Lifeline Florida On-line
11 Application for Recipients of Medicaid, Supplemental Nutrition Assistance Program
12 (SNAP)/Food Stamps, or Temporary Cash Assistance (TCA),” which is incorporated into this
13 rule by reference and is available at: [hyperlink]. This form can also be accessed from the
14 Commission’s website at:
15 [https://secure.floridapsc.com/\(S\(15p1gzjr11b5swvfi2c30tyd\)\)/public/lifeline/lifelineapplicatio](https://secure.floridapsc.com/(S(15p1gzjr11b5swvfi2c30tyd))/public/lifeline/lifelineapplicatio)
16 n2.aspx. Applicants who presently participate in Medicaid, Supplemental Nutrition
17 Assistance Program (SNAP)/Food Stamps, or Temporary Assistance for Needy
18 Families/Temporary Cash Assistance programs can complete Form PSC/TEL 158
19 electronically on-line. Eligible telecommunications carriers that charge an initial connection
20 charge must offer Link Up service to subscribers who are eligible for Lifeline service pursuant
21 to this rule.
22 (5) Eligible telecommunications carriers must allow customers the option to submit Lifeline
23 applications and supporting documentation via U.S. Mail or facsimile, and may allow
24 applications and supporting documentation to be submitted electronically. When enrolling
25 customers in the Lifeline service program under paragraph (1)(a) of this rule, eligible
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existing law.

1 ~~telecommunications carriers shall accept Form PSC/RAD-157 (6/10), entitled “Application for~~
2 ~~Link Up Florida and Lifeline Assistance,” which is incorporated into this rule by reference~~
3 ~~and can be accessed from the Commission’s website at www.floridapsc.com, by selecting~~
4 ~~“Link Up Florida and Lifeline,” then selecting “Need Discounted Phone Service?,” and then~~
5 ~~selecting “English Link Up and Lifeline Certification Form” (also available in Spanish and~~
6 ~~Creole).~~

7 (6) Except as otherwise set forth in paragraph (6)(a)-(d) of this rule, eligible
8 telecommunications carriers shall comply with subscriber eligibility determination and
9 certification requirements contained in Title 47, Code of Federal Regulations, Part 54, Subpart
10 E, Sections 54.407 Reimbursement for offering Lifeline, 54.409 Consumer qualification for
11 Lifeline, 54.410 Subscriber eligibility determination and certification, and 54.416 Annual
12 certifications by eligible telecommunications carriers, as amended June 28, 2012, which are
13 incorporated into this rule by reference and are available at: [hyperlink]. These rules can also
14 be accessed from the U.S. Government Printing Office’s website at: [http://www.ecfr.gov/cgi-](http://www.ecfr.gov/cgi-bin/text-)
15 [bin/text-](http://www.ecfr.gov/cgi-bin/text-)

16 [idx?SID=fadabe77a9cbeed6ba1d63b6a946ea0a&tpl=/ecfrbrowse/Title47/47cfr54_main_02.tp](http://www.ecfr.gov/cgi-bin/text-idx?SID=fadabe77a9cbeed6ba1d63b6a946ea0a&tpl=/ecfrbrowse/Title47/47cfr54_main_02.tp)
17 I. A copy of the annual certification provided to the administrator shall be filed with the
18 Commission. Exceptions to these requirements are as follow:

19 (a) Section 54.407(d), regarding obtaining valid certification and re-certification forms for
20 subscribers;

21 (b) Section 54.410(b)(2)(ii), regarding receipt of subscriber certification forms in compliance
22 with Section 54.410(d);

23 (c) Section 54.410(c)(2)(ii), regarding receipt of subscriber certification forms in compliance
24 with Section 54.410(d); and

25 (d) Section 54.410(e), regarding providing copies of subscriber certification forms.

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- 1 ~~Eligible telecommunications carriers shall enroll customers for Lifeline service who~~
2 ~~electronically submit Form PSC/RAD 158 (6/10), entitled "Lifeline and Link Up Florida On-~~
3 ~~line Self Certification Form," which is incorporated into this rule by reference and can be~~
4 ~~accessed from the Commission's website at www.floridapsc.com, by selecting "Link Up~~
5 ~~Florida and Lifeline," then selecting "Apply On line."~~
- 6 (7) All eligible telecommunications carriers shall participate in the Lifeline assistance plan
7 Coordinated Enrollment Process. For purposes of this rule, the Lifeline assistance plan
8 Coordinated Enrollment Process is an electronic interface between the Department of Children
9 and Families, the Commission, and the eligible telecommunications carrier that allows low-
10 income individuals to enroll in Lifeline following enrollment in a qualifying public assistance
11 program.
- 12 (a) The Commission shall send an e-mail to the eligible telecommunications carrier informing
13 the eligible telecommunications carrier that Lifeline assistance plan applications are available
14 for retrieval for processing.
- 15 (b) The eligible telecommunications carrier shall enroll the subscriber in the Lifeline
16 assistance plan as soon as practicable, but no later than 60 days from the receipt of the e-mail
17 notification. Upon completion of initial enrollment, eligible telecommunications carriers that
18 invoice their subscribers shall credit the subscriber's bill for Lifeline assistance as of the date
19 the eligible telecommunications carrier received the e-mail notification from the Commission.
- 20 (c) The eligible telecommunications carrier shall maintain a current e-mail address with the
21 Commission, which the Commission will use to inform the eligible telecommunications
22 carrier of the Commission's Lifeline secure website address and that new Lifeline assistance
23 plan applications are available for retrieval for processing.
- 24 (d) The eligible telecommunications carrier shall maintain with the Commission the names,
25 e-mail addresses and telephone numbers of one primary and one secondary company

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1 representative who will manage the user accounts on the Commission's Lifeline secure
2 website.

3 (e) Within 20 calendar days of receiving the Commission's e-mail notification that the Lifeline
4 assistance plan application is available for retrieval, the eligible telecommunications carrier
5 shall provide a facsimile response to the Commission via the Commission's dedicated Lifeline
6 assistance facsimile telephone line at (850)717-0108, or an electronic response via the
7 Commission's Lifeline secure website, identifying the customer name, address, telephone
8 number, and date of the application for:

9 1. Misdirected Lifeline assistance plan applications;
10 2. Applications for customers currently receiving Lifeline assistance; and
11 3. Rejected applicants, which shall include the reason(s) why the applicants were rejected.

12 In lieu of a facsimile or electronic submission, the eligible telecommunications carrier may
13 file the information with the Office of Commission Clerk.

14 (f) Pursuant to Section 364.107(1), F.S., information filed by the eligible telecommunications
15 carrier in accordance with paragraph (8)(e) of this rule is confidential and exempt from
16 Section 119.07(1), F.S. However, the eligible telecommunications carrier may disclose such
17 information consistent with the criteria in Section 364.107(3)(a), F.S. For purposes of this
18 rule, the information filed by the eligible telecommunications carrier will be presumed
19 necessary for disclosure to the Commission pursuant to the criteria in Section 364.107(3)(a)4.,
20 F.S.

21 ~~For Lifeline applicants who do not use On-line enrollment or simplified certification~~
22 ~~enrollment, the eligible telecommunications carrier must accept Public Assistance eligibility~~
23 ~~determination letters, including those provided for food stamps, Medicaid, and public housing~~
24 ~~lease agreements, as proof of eligibility for Link Up and Lifeline enrollment.~~

25 (8) An eligible telecommunications carrier shall not impose additional certification

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1 requirements on subscribers beyond those which are required by this rule or by Title 47, Code
2 of Federal Regulations, Part 54, Subpart E, Sections 54.409 Consumer qualification for
3 Lifeline, 54.410 Subscriber eligibility determination and certification, and 54.416 Annual
4 certifications by eligible telecommunications carriers, as amended June 28, 2012. Eligible
5 ~~telecommunications carriers must allow customers the option to submit Link Up or Lifeline~~
6 ~~applications via U.S. Mail or facsimile, and may allow applications to be submitted~~
7 ~~electronically. Eligible telecommunications carriers must also allow customers the option to~~
8 ~~submit copies of supporting documents via U.S. Mail or facsimile.~~

9 (9) If the Office of Public Counsel certifies a subscriber eligible to receive Lifeline assistance
10 under the income test set forth in Section 364.10(3)(a), F.S., an eligible telecommunications
11 carrier shall not impose any additional certification requirements on the subscriber. Eligible
12 ~~telecommunications carriers shall only require a customer to provide the last four digits of the~~
13 ~~customer's social security number for application for Lifeline and Link Up service and to~~
14 ~~verify continued eligibility for the programs as part of the annual verification process.~~

15 (10) An eligible telecommunications carrier must provide written notice to a customer within
16 30 days of receipt of the application providing the reason for a rejected Lifeline application
17 and the contact information for the customer to obtain information regarding the application
18 denial. All eligible telecommunications carriers shall participate in the Lifeline service
19 ~~Automatic Enrollment Process. For purposes of this rule, the Lifeline service Automatic~~
20 ~~Enrollment Process is an electronic interface between the Department of Children and Family~~
21 ~~Services, the Commission, and the eligible telecommunications carrier that allows low-income~~
22 ~~individuals to automatically enroll in Lifeline following enrollment in a qualifying public~~
23 ~~assistance program.~~

24 (a) ~~The Commission shall send an e-mail to the eligible telecommunications carrier informing~~
25 ~~the eligible telecommunications carrier that Lifeline service applications are available for~~
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existing law.

1 ~~retrieval for processing.~~

2 ~~(b) The eligible telecommunications carrier shall enroll the subscriber in the Lifeline service~~
3 ~~program as soon as practicable, but no later than 60 days from the receipt of the e-mail~~
4 ~~notification. Upon completion of initial enrollment, the eligible telecommunications carrier~~
5 ~~shall credit the subscriber's bill for Lifeline service as of the date the eligible~~
6 ~~telecommunications carrier received the e-mail notification from the Commission.~~

7 ~~(c) The eligible telecommunications carrier shall maintain a current e-mail address with the~~
8 ~~Commission, which the Commission will use to inform the eligible telecommunications~~
9 ~~carrier of the Commission's Lifeline secure website address and that new Lifeline service~~
10 ~~applications are available for retrieval for processing.~~

11 ~~(d) The eligible telecommunications carrier shall maintain with the Commission the names, e-~~
12 ~~mail addresses and telephone numbers of one primary and one secondary company~~
13 ~~representative who will manage the user accounts on the Commission's Lifeline secure~~
14 ~~website.~~

15 ~~(e) Within 20 calendar days of receiving the Commission's e-mail notification that the Lifeline~~
16 ~~service application is available for retrieval, the eligible telecommunications carrier shall~~
17 ~~provide a facsimile response to the Commission via the Commission's dedicated Lifeline~~
18 ~~service facsimile telephone line at (850)413-7142, or an electronic response via the~~
19 ~~Commission's Lifeline secure website, identifying the customer name, address, telephone~~
20 ~~number, and date of the application for:~~

21 ~~1. Misdirected Lifeline service applications;~~

22 ~~2. Applications for customers currently receiving Lifeline service; and~~

23 ~~3. Rejected applicants, which shall include the reason(s) why the applicants were rejected.~~

24 ~~In lieu of a facsimile or electronic submission, the eligible telecommunications carrier may~~
25 ~~file the information with the Office of Commission Clerk.~~

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1 ~~(f) Pursuant to Section 364.107(1), F.S., information filed by the eligible telecommunications~~
2 ~~carrier in accordance with paragraph (9)(e) of this rule is confidential and exempt from~~
3 ~~Section 119.07(1), F.S. However, the eligible telecommunications carrier may disclose such~~
4 ~~information consistent with the criteria in Section 364.107(3)(a), F.S. For purposes of this~~
5 ~~rule, the information filed by the eligible telecommunications carrier will be presumed~~
6 ~~necessary for disclosure to the Commission pursuant to the criteria in Section 364.107(3)(a)4.,~~
7 ~~F.S.~~

8 (11) When an eligible telecommunications carrier provides a subscriber with notice of
9 impending termination of Lifeline assistance pursuant to Section 364.10(1)(e), F.S., the notice
10 shall contain the telephone number the subscriber may call to obtain more information about
11 the subscriber's Lifeline assistance from the eligible telecommunications carrier. Notices of
12 impending termination of Lifeline assistance provided by local exchange companies shall also
13 inform the subscriber of the availability of discounted residential basic local
14 telecommunications service, as set forth in Section 364.105, F.S. An eligible
15 ~~telecommunications carrier shall not impose additional verification requirements on~~
16 ~~subscribers beyond those which are required by this rule.~~

17 (12) If a subscriber's Lifeline assistance is terminated and the subscriber subsequently
18 presents proof of Lifeline eligibility, the eligible telecommunications carrier shall reinstate the
19 subscriber's Lifeline assistance as soon as practicable, but no later than 60 days following
20 receipt of proof of eligibility. Irrespective of the date on which the eligible
21 telecommunications carrier reinstates the subscriber's Lifeline assistance, the subscriber's bill
22 shall be credited for Lifeline assistance as of the date the eligible telecommunications carrier
23 received the proof of continued Lifeline eligibility. If the Office of Public Counsel certifies a
24 subscriber eligible to receive Lifeline service under the income test set forth in Section
25 ~~364.10(3)(a), F.S., an eligible telecommunications carrier shall not impose any additional~~

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1 ~~verification requirements on the subscriber.~~
2 (13) Eligible telecommunications carriers must advertise the availability of Lifeline assistance
3 using media of general distribution, as required by Title 47, U.S. Code, Part I, Section
4 214(e)(1) Provision of universal service, Eligible telecommunications carriers, subparagraph
5 (B), 2011 edition of the Telecommunications Act of 1996, which is incorporated into this rule
6 by reference and which is available at: (hyperlink). An eligible telecommunications carrier
7 must provide written notice to a customer within 30 days of receipt of the application
8 providing the reason for a rejected Lifeline application, and providing contact information for
9 the customer to get information regarding the application denial.
10 (14) Eligible telecommunications carriers shall publicize the availability of Lifeline assistance
11 in a manner reasonably designed to reach those likely to qualify for the assistance, as required
12 by Title 47, Code of Federal Regulations, Part 54, Subpart E, Section 54.405 Carrier
13 obligation to offer Lifeline, paragraph (b), as amended March 2, 2012, which is incorporated
14 into this rule by reference and which is available at: (hyperlink). An eligible
15 telecommunications carrier must provide 60 days written notice prior to the termination of
16 Lifeline service. The notice of pending termination shall contain the telephone number at
17 which the subscriber can obtain information about the subscriber's Lifeline service from the
18 eligible telecommunications carrier. The notice shall also inform the subscriber of the
19 availability, pursuant to Section 364.105, F.S., of discounted residential basic local
20 telecommunications service.
21 (15) If the eligible telecommunications carrier generates customer bills, the eligible
22 telecommunications carrier must also place an insert in the subscriber's bill or a message on
23 the subscriber's bill at least once each calendar year advising subscribers of the availability of
24 Lifeline to those who qualify for the assistance. If a subscriber's Lifeline service is terminated
25 and the subscriber subsequently presents proof of Lifeline eligibility, the eligible

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1 ~~telecommunications carrier shall reinstate the subscriber's Lifeline service as soon as~~
2 ~~practicable, but no later than 60 days following receipt of proof of eligibility. Irrespective of~~
3 ~~the date on which the eligible telecommunications carrier reinstates the subscriber's Lifeline~~
4 ~~service, the subscriber's bill shall be credited for Lifeline service as of the date the eligible~~
5 ~~telecommunications carrier received the proof of continued Lifeline eligibility.~~

6 (16) Each eligible telecommunications carrier shall maintain accurate records detailing how
7 the consumer demonstrated his or her eligibility for at least 3 years, and for as long as the
8 subscriber receives Lifeline assistance from that eligible telecommunications carrier. All
9 ~~eligible telecommunications carriers shall provide current Lifeline service company~~
10 ~~information to the Universal Service Administrative Company at www.lifelinesupport.org so~~
11 ~~that the information can be posted on the Universal Service Administrative Company's~~
12 ~~consumer website.~~

13 (17) ~~Eligible telecommunications carriers must advertise the availability of Lifeline service to~~
14 ~~those who may be eligible for the service. At a minimum, if the eligible telecommunications~~
15 ~~carrier publishes a directory, the eligible telecommunications carrier must include in the index~~
16 ~~of the directory a notice of the availability of Lifeline service. If the eligible~~
17 ~~telecommunications carrier generates customer bills, the eligible telecommunications carrier~~
18 ~~must also place an insert in the subscriber's bill or a message on the subscriber's bill at least~~
19 ~~once each calendar year advising subscribers of the availability of Lifeline service.~~

20 (18) ~~Eligible telecommunications carriers may not charge a service deposit in order to initiate~~
21 ~~Lifeline service if the subscriber voluntarily elects toll blocking or toll control. If the~~
22 ~~subscriber elects not to place toll blocking or toll control on the line, an eligible~~
23 ~~telecommunications carrier may charge a service deposit.~~

24 (19) ~~Eligible telecommunications carriers may not charge Lifeline subscribers a monthly~~
25 ~~number portability charge.~~

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1 ~~(20) Eligible telecommunications carriers offering Link-Up and Lifeline service must submit~~
2 ~~quarterly reports to the Commission no later than 30 days following the ending of each quarter~~
3 ~~as follows: First Quarter (January 1 through March 31); Second Quarter (April 1 through June~~
4 ~~30); Third Quarter (July 1 through September 30); Fourth Quarter (October 1 through~~
5 ~~December 31). The quarterly reports shall include the following data:~~
6 ~~(a) The number of Lifeline subscribers, excluding resold Lifeline subscribers, for each month~~
7 ~~during the quarter;~~
8 ~~(b) The number of subscribers who received Link-Up for each month during the quarter;~~
9 ~~(c) The number of new Lifeline subscribers added each month during the quarter;~~
10 ~~(d) The number of transitional Lifeline subscribers who received discounted service for each~~
11 ~~month during the quarter; and~~
12 ~~(e) The number of residential access lines with Lifeline service that were resold to other~~
13 ~~carriers each month during the quarter.~~

14 *Rulemaking Authority: ~~120.80(13)(d)~~, 350.127(2), 364.0252, 364.10(2)(3)(j) FS. Law*
15 *Implemented ~~364.0252~~, 364.10, 364.105, 364.183(1) FS. History—New 1-2-07, Amended 12-6-*
16 *07, 6-23-10, _____.*

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1 25-4.113 Refusal or Discontinuance of Service by Company.
2 ~~(1) As applicable, the company may refuse or discontinue telephone service under the~~
3 ~~following conditions provided that, unless otherwise stated, the customer shall be given notice~~
4 ~~and allowed a reasonable time to comply with any rule or remedy any deficiency:~~
5 ~~(a) For non-compliance with or violation of any state or municipal law, ordinance, or~~
6 ~~regulation pertaining to telephone service.~~
7 ~~(b) For the use of telephone service for any other property or purpose than that described in~~
8 ~~the application.~~
9 ~~(c) For failure or refusal to provide the company with a deposit to insure payment of bills in~~
10 ~~accordance with the company's regulations.~~
11 ~~(d) For neglect or refusal to provide reasonable access to the company for the purpose of~~
12 ~~inspection and maintenance of equipment owned by the company.~~
13 ~~(e) For noncompliance with or violation of the Commission's regulations or the company's~~
14 ~~rules and regulations on file with the Commission, provided 5 working days' written notice is~~
15 ~~given before termination.~~
16 ~~(f) For nonpayment of bills for telephone service, including the telecommunications access~~
17 ~~system surcharge referred to in subsection 25-4.160(3), F.A.C., provided that suspension or~~
18 ~~termination of service shall not be made without 5 working days' written notice to the~~
19 ~~customer, except in extreme cases. The written notice shall be separate and apart from the~~
20 ~~regular monthly bill for service. A company shall not, however, refuse or discontinue service~~
21 ~~for nonpayment of a dishonored check service charge imposed by the company, nor~~
22 ~~discontinue a customer's Lifeline local service if the charges, taxes, and fees applicable to dial~~
23 ~~tone, local usage, dual tone multifrequency dialing, emergency services such as "911," and~~
24 ~~relay service are paid. No company shall discontinue service to any customer for the initial~~
25 ~~nonpayment of the current bill on a day the company's business office is closed or on a day~~
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- 1 preceding a day the business office is closed.
- 2 ~~(g) For purposes of paragraphs (e) and (f), "working day" means any day on which the~~
3 ~~company's business office is open and the U.S. Mail is delivered.~~
- 4 ~~(h) Without notice in the event of customer use of equipment in such manner as to adversely~~
5 ~~affect the company's equipment or the company's service to others.~~
- 6 ~~(i) Without notice in the event of hazardous conditions or tampering with the equipment~~
7 ~~furnished and owned by the company.~~
- 8 ~~(j) Without notice in the event of unauthorized or fraudulent use of service. Whenever service~~
9 ~~is discontinued for fraudulent use of service, the company may, before restoring service,~~
10 ~~require the customer to make, at his own expense, all changes in facilities or equipment~~
11 ~~necessary to eliminate illegal use and to pay an amount reasonably estimated as the loss in~~
12 ~~revenues resulting from such fraudulent use.~~
- 13 ~~(2) In case of refusal to establish service, or whenever service is discontinued, the company~~
14 ~~shall notify the applicant or customer in writing of the reason for such refusal or~~
15 ~~discontinuance.~~
- 16 ~~(3) Service shall be initiated or restored when the cause for refusal or discontinuance has been~~
17 ~~satisfactorily adjusted.~~
- 18 ~~(4) The following shall not constitute sufficient cause for refusal or discontinuance of service~~
19 ~~to an applicant or customer:~~
- 20 ~~(a) Delinquency in payment for service by a previous occupant of the premises, unless the~~
21 ~~current applicant or customer occupied the premises at the time the delinquency occurred and~~
22 ~~the previous customer continues to occupy the premises and such previous customer shall~~
23 ~~benefit from such new service.~~
- 24 ~~(b) Delinquency in payment for service by a present occupant who was delinquent at another~~
25 ~~address and subsequently joined the household of the customer in good standing.~~

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- 1 ~~(e) Delinquency in payment for separate telephone service of another customer in the same~~
2 ~~residence.~~
- 3 ~~(d) Failure to pay for business service at a different location and a different telephone number~~
4 ~~shall not constitute sufficient cause for refusal of residence service or vice-versa.~~
- 5 ~~(e) Failure to pay for a service rendered by the company which is not regulated by the~~
6 ~~Commission.~~
- 7 ~~(f) Failure to pay the bill of another customer as guarantor thereof.~~
- 8 ~~(g) Failure to pay a dishonored check service charge imposed by the company.~~
- 9 ~~(5) When service has been discontinued for proper cause, the company may charge a~~
10 ~~reasonable fee to defray the cost of restoring service, provided such charge is set out in its~~
11 ~~approved tariff on file with the Commission.~~
- 12 *Rulemaking Authority 350.127, 427.704(8) FS. Law Implemented 364.03, 364.19, 364.604,*
13 *427.704 FS. History—Revised 12-1-68, Amended 3-31-76, 10-25-84, 10-30-86, 1-1-91, 9-16-*
14 *92, 1-7-93, 1-25-95, 7-5-00, Repealed_____.*

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service company information to the Universal Service Administrative Company at www.lifelinesupport.org so that the information can be posted on the Universal Service Administrative Company's consumer website.

(17) Eligible telecommunications carriers must advertise the availability of Lifeline service to those who may be eligible for the service. At a minimum, if the eligible telecommunications carrier publishes a directory, the eligible telecommunications carrier must include in the index of the directory a notice of the availability of Lifeline service. If the eligible telecommunications carrier generates customer bills, the eligible telecommunications carrier must also place an insert in the subscriber's bill or a message on the subscriber's bill at least once each calendar year advising subscribers of the availability of Lifeline service.

(18) Eligible telecommunications carriers may not charge a service deposit in order to initiate Lifeline service if the subscriber voluntarily elects toll blocking or toll control. If the subscriber elects not to place toll blocking or toll control on the line, an eligible telecommunications carrier may charge a service deposit.

(19) Eligible telecommunications carriers may not charge Lifeline subscribers a monthly number portability charge.

(20) Eligible telecommunications carriers offering Link Up and Lifeline service must submit quarterly reports to the Commission no later than 30 days following the ending of each quarter as follows: First Quarter (January 1 through March 31); Second Quarter (April 1 through June 30); Third Quarter (July 1 through September 30); Fourth Quarter (October 1 through December 31). The quarterly reports shall include the following data:

(a) The number of Lifeline subscribers, excluding resold Lifeline subscribers, for each month during the quarter;

(b) The number of subscribers who received Link Up for each month during the quarter;

(c) The number of new Lifeline subscribers added each month during the quarter;

(d) The number of transitional Lifeline subscribers who received discounted service for each month during the quarter; and

(e) The number of residential access lines with Lifeline service that were resold to other carriers each month during the quarter.

Rulemaking Authority ~~120.80(13)(d)~~, 350.127(2), 364.0252, 364.10(2)(3)(j) FS. Law Implemented 364.0252, 364.10, 364.105, 364.183(1) FS. History—New 1-2-07, Amended 12-6-07, 6-23-10, _____.

ATTACHMENT A

25-4.0665 Lifeline Assistance Plan Service.

(1) A subscriber is eligible for Lifeline assistance service if:

(a) The subscriber is a participant in one of the following federal assistance programs:

1. Medicaid;
2. Supplemental Nutrition Assistance Program (SNAP)/Food Stamps;
3. Supplemental Security Income (SSI);
4. Temporary Assistance for Needy Families/Temporary Cash Assistance (Florida program);
5. "Section 8" Federal Public Housing Assistance;
6. Low-Income Home Energy Assistance Program; or
7. The National School Lunch Program – Free Lunch; or

(b) The subscriber's Local Exchange Company eligible telecommunications carrier has more than one million access lines and the subscriber's household income is at or below 150 percent of the federal poverty income guidelines.

(c) The subscriber's Local Exchange Company eligible telecommunications carrier has less than one million access lines and, pursuant to Title 47, Code of Federal Regulations, Part 54, Subpart E, Section 54.409 Consumer qualification for Lifeline, paragraph (a)(1), as amended June 28, 2012, the subscriber's household income is at or below 135 percent of the federal poverty income guidelines. Eligible telecommunications carriers with less than one million access lines are not required to may enroll Lifeline applicants through the income eligibility test of 150 percent or less of the federal poverty income guidelines, but may do so voluntarily are not required to do so.

(2) A subscriber living on federally recognized Tribal lands who does not satisfy the eligibility requirements for Lifeline assistance service in subsection (1) of this rule is nevertheless eligible for Lifeline assistance service if the subscriber receives benefits from one of the following Bureau of Indian Affairs programs:

- (a) Tribal temporary assistance for needy families (TANF);
- (b) National School Lunch NSL Program – Free Lunch; or
- (c) Head Start.

(3) When enrolling customers in the Lifeline assistance plan under paragraph (1)(a) of this rule, eligible telecommunications carriers shall accept Form PSC/TEL 157 (2/13), entitled "Application for Lifeline Assistance," which is incorporated into this rule by reference and is available at: [hyperlink]. This form can also be accessed from the Commission's website at:

<http://www.floridapsc.com/utilities/telecomm/lifeline/LifelinePDFs/ApplicationEnglish.pdf> Eligible telecommunications carriers with less than one million access lines are not required to enroll Lifeline applicants through the income eligibility test of 150 percent or less of the federal poverty income guidelines, but may do so voluntarily.

(4) Eligible telecommunications carriers shall, using the Coordinated Enrollment Process, enroll customers for Lifeline assistance who electronically submit Form PSC/TEL 158 (6/10), entitled "Lifeline Florida On-line Application for Recipients of Medicaid, Supplemental Nutrition Assistance Program (SNAP)/Food Stamps, or Temporary Cash Assistance (TCA)," which is incorporated into this rule by reference and is available at: [hyperlink]. This form can also be accessed from the Commission's website at:

[https://secure.floridapsc.com/\(s\(15p1gzjr11b5swvf2c30tyd\)\)/public/lifeline/lifelineapplication2.aspx](https://secure.floridapsc.com/(s(15p1gzjr11b5swvf2c30tyd))/public/lifeline/lifelineapplication2.aspx) Eligible telecommunications carriers that charge an initial connection charge must offer Link-Up service to subscribers who are eligible for Lifeline service pursuant to this rule.

(5) Eligible telecommunications carriers must allow customers the option to submit Lifeline applications and supporting documentation via U.S. Mail or facsimile, and may allow applications and supporting documentation to be submitted electronically. When enrolling customers in the Lifeline service program under paragraph (1)(a) of this rule, eligible telecommunications carriers shall accept Form PSC/TEL 157 (6/10), entitled "Application for Link-Up Florida and Lifeline Assistance," which is incorporated into this rule by reference and can be accessed from the Commission's website at www.floridapsc.com, by selecting "Link-Up Florida and Lifeline," then selecting

Undocketed Lifeline Rule Workshop

~~“Need Discounted Phone Service?” and then selecting “English Link-Up and Lifeline Certification Form” (also available in Spanish and Creole).~~

~~(6) Except as otherwise set forth in paragraph (6)(a)-(d) of this rule, eligible telecommunications carriers shall comply with subscriber eligibility determination and certification requirements contained in Title 47, Code of Federal Regulations, Part 54, Subpart E, Sections 54.407 Reimbursement for offering Lifeline, 54.409 Consumer qualification for Lifeline, 54.410 Subscriber eligibility determination and certification, and 54.416 Annual certifications by eligible telecommunications carriers, as amended June 28, 2012, which are incorporated into this rule by reference and are available at: [hyperlink]. These rules can also be accessed from the U.S. Government Printing Office’s website at: http://www.ecfr.gov/cgi-bin/text-idx?SID=fadabe77a9cbeecd6ba946ea0a&tpl=/ecfrbrowse/Title47/47cfr54_main_02.tpl. A copy of the annual certification provided to the administrator shall be filed with the Commission. Exceptions to these requirements, when the Coordinated Enrollment Process is utilized, are as follow:~~

~~(a) Section 54.407(d), regarding obtaining valid certification and re-certification forms for subscribers;~~

~~(b) Section 54.410(b)(2)(ii), regarding receipt of subscriber certification forms in compliance with Section 54.410(d);~~

~~(c) Section 54.410(c)(2)(ii), regarding receipt of subscriber certification forms in compliance with Section 54.410(d); and~~

~~(d) Section 54.410(e), regarding providing copies of subscriber certification forms.~~

~~Eligible telecommunications carriers shall enroll customers for Lifeline service who electronically submit Form PSC/TEL 158 (6/10), entitled “Lifeline and Link Up Florida On-line Self Certification Form,” which is incorporated into this rule by reference and can be accessed from the Commission’s website at www.floridapsc.com, by selecting “Link-Up Florida and Lifeline,” then selecting “Apply On-line.”~~

~~(7) All eligible telecommunications carriers shall participate in the Lifeline assistance plan Coordinated Enrollment Process. For purposes of this rule, the Lifeline assistance plan Coordinated Enrollment Process is an electronic interface between the Department of Children and Families, the Commission, and the eligible telecommunications carrier that allows low-income individuals to enroll in Lifeline following enrollment in a qualifying public assistance program.~~

~~(a) The Commission shall send an e-mail to the eligible telecommunications carrier informing the eligible telecommunications carrier that Lifeline assistance plan applications are available to retrieval for processing.~~

~~(b) The eligible telecommunications carrier shall enroll the subscriber in the Lifeline assistance plan as soon as practicable, but no later than 60 days from the receipt of the e-mail notification. Upon completion of initial enrollment, eligible telecommunications carriers that invoice their subscribers shall credit the subscriber’s bill for Lifeline assistance as of the date the eligible telecommunications carrier received the e-mail notification from the Commission.~~

~~(c) The eligible telecommunications carrier shall maintain a current e-mail address with the Commission, which the Commission will use to inform the eligible telecommunications carrier of the Commission’s Lifeline secure website address and that new Lifeline assistance plan applications are available for retrieval for processing.~~

~~(d) The eligible telecommunications carrier shall maintain with the Commission the names, e-mail addresses and telephone numbers of one primary and one secondary company representative who will manage the user accounts on the Commission’s Lifeline secure website.~~

~~(e) Within 30 calendar days of receiving the Commission’s e-mail notification that the Lifeline assistance plan application is available for retrieval, the eligible telecommunications carrier shall provide a facsimile response to the Commission via the Commission’s dedicated Lifeline assistance facsimile telephone line at (850) 717-0108, or an electronic response via the Commission’s Lifeline secure website, identifying the customer name, address, telephone number, and date of the application for:~~

~~1. Misdirected Lifeline assistance plan applications;~~

~~2. Applications for customers currently receiving Lifeline assistance; and~~

~~3. Rejected applicants, which shall include the reason(s) why the applicants were rejected. In lieu of a facsimile or electronic submission, the eligible telecommunications carrier may file the information with the Office~~

Undocketed Lifeline Rule Workshop

of the Commission Clerk.

(f) Pursuant to Section 364.107(1), F.S., information filed by the eligible telecommunication carrier in accordance with paragraph (8)(e) of this rule is confidential and exempt from Section 119.07(1), F.S. However, the eligible telecommunications carrier may disclose such information consistent with the criteria in Section 364.107(3)(a), F.S. For purposes of this rule, the information filed by the eligible telecommunications carrier will be presumed necessary for disclosure to the Commission pursuant to the criteria in Section 364.107(3)(a)4., F.S. For Lifeline applicants who do not use On-line enrollment or simplified certification enrollment, the eligible telecommunications carrier must accept Public Assistance eligibility determination letters, including those provided for food stamps, Medicaid, and public housing lease agreements, as proof of eligibility for Link Up and Lifeline enrollment.

(8) An eligible telecommunications carrier shall not impose additional certification requirements on subscribers beyond those which are required by this rule or by Title 47, Code of Federal Regulations, Part 54, Subpart E, Sections 54.409 Consumer qualification for Lifeline, 54.410 Subscriber eligibility determination and certification, and 54.416 Annual certifications by eligible telecommunications carriers, as amended June 28, 2012. Eligible telecommunications carriers must allow customers the option to submit Link Up or Lifeline applications via U.S. Mail or facsimile, and may allow applications to be submitted electronically. Eligible telecommunications carriers must also allow customers the option to submit copies of supporting documents via U.S. Mail or facsimile.

(9) If the Office of Public Counsel certifies a subscriber eligible to receive Lifeline assistance under the income test set forth in Section 364.10(3)(a), F.S., an eligible telecommunications carrier shall not impose any additional certification requirements on the subscriber. Eligible telecommunications carriers shall only require a customer to provide the last four digits of the customer's social security number for application for Lifeline and Link Up service and to verify continued eligibility for the programs as part of the annual verification process.

(10) An eligible telecommunications carrier must provide written notice to a customer within 30 days of receipt of the application providing the reason for a rejected Lifeline application and the contact information for the customer to obtain information regarding the application denial. All eligible telecommunications carriers shall participate in the Lifeline service Automatic Enrollment Process. For purposes of this rule, the Lifeline service Automatic Enrollment Process is an electronic interface between the Department of Children and Family Services, the Commission, and the eligible telecommunications carrier that allows low-income individuals to automatically enroll in Lifeline following enrollment in a qualifying public assistance program.

(a) The Commission shall send an e-mail to the eligible telecommunications carrier informing the eligible telecommunications carrier that Lifeline service applications are available for retrieval for processing.

(b) The eligible telecommunications carrier shall enroll the subscriber in the Lifeline service program as soon as practicable, but no later than 60 days from the receipt of the e-mail notification. Upon completion of initial enrollment, the eligible telecommunications carrier shall credit the subscriber's bill for Lifeline service as of the date the eligible telecommunications carrier received the e-mail notification from the Commission.

(c) The eligible telecommunications carrier shall maintain a current e-mail address with the Commission, which the Commission will use to inform the eligible telecommunications carrier of the Commission's Lifeline secure website address and that new Lifeline service applications are available for retrieval for processing.

(d) The eligible telecommunications carrier shall maintain with the Commission the names, e-mail addresses and telephone numbers of one primary and one secondary company representative who will manage the user accounts on the Commission's Lifeline secure website.

(e) Within 20 calendar days of receiving the Commission's e-mail notification that the Lifeline service application is available for retrieval, the eligible telecommunications carrier shall provide a facsimile response to the Commission via the Commission's dedicated Lifeline service facsimile telephone line at (850) 413-7142, or an electronic response via the Commission's Lifeline secure website, identifying the customer name, address, telephone number, and date of the application for:

1. Misdirected Lifeline service applications;
2. Applications for customers currently receiving Lifeline service; and
3. Rejected applicants, which shall include the reason(s) why the applicants were rejected.

Undocketed Lifeline Rule Workshop

In lieu of a facsimile or electronic submission, the eligible telecommunications carrier may file the information with the Office of Commission Clerk.

~~(f) Pursuant to Section 364.107(1), F.S., information filed by the eligible telecommunications carrier in accordance with paragraph (9)(e) of this rule is confidential and exempt from Section 119.07(1), F.S. However, the eligible telecommunications carrier may disclose such information consistent with the criteria in Section 364.107(3)(a), F.S. For purposes of this rule, the information filed by the eligible telecommunications carrier will be presumed necessary for disclosure to the Commission pursuant to the criteria in Section 364.107(3)(a)4, F.S.~~

~~(11) When an eligible telecommunications carrier provides a subscriber with notice of impending termination of Lifeline assistance pursuant to Section 364.10(1)(e), F.S., the notice shall contain the telephone number the subscriber may call to obtain more information about the subscriber's Lifeline assistance from the eligible telecommunications carrier. Notices of impending termination of Lifeline assistance provided by local exchange companies shall also inform the subscriber of the availability of discounted residential basic local telecommunications service, as set forth in Section 364.105, F.S. An eligible telecommunications carrier shall not impose additional verification requirements on subscribers beyond those which are required by this rule.~~

~~(12) If a subscriber's Lifeline assistance is terminated and the subscriber subsequently presents proof of Lifeline eligibility, the eligible telecommunications carrier shall reinstate the subscriber's Lifeline assistance as soon as practicable, but no later than 360 days following receipt of proof of eligibility. Irrespective of the date on which the eligible telecommunications carrier reinstates the subscriber's Lifeline assistance, the subscriber's bill shall be credited for Lifeline assistance as of the date the eligible telecommunications carrier received proof of continued Lifeline eligibility. If the Office of Public Counsel certifies a subscriber eligible to receive Lifeline service under the income test set forth in Section 364.10(3)(a), F.S., an eligible telecommunications carrier shall not impose any additional verification requirements on the subscriber.~~

~~(13) Eligible telecommunications carriers must advertise the availability of Lifeline assistance using media of general distribution, as required by Title 47, U.S. Code, Part 1, Section 214(e)(1) Provision of universal service, Eligible telecommunications carriers, subparagraph (B), 2011 edition of the Telecommunications Act of 1996, which is incorporated into this rule by reference and which is available at: [hyperlink]. An eligible telecommunications carrier must provide written notice to a customer within 30 days of receipt of the application providing the reason for a rejected Lifeline application, and providing contact information for the customer to get information regarding the application denial.~~

~~(14) Eligible telecommunications carriers shall publicize the availability of Lifeline assistance in a manner reasonably designed to reach those likely to qualify for the assistance, as required by Title 47, Code of Federal Regulations, Part 54, Subpart E, Section 54.405 Carrier obligation to offer Lifeline, paragraph (b), as amended March 2, 2012, which is incorporated into this rule by reference and which is available at: [hyperlink]. An eligible telecommunications carrier must provide 60 days written notice prior to the termination of Lifeline service. The notice of pending termination shall contain the telephone number at which the subscriber can obtain information about the subscriber's Lifeline service from the eligible telecommunications carrier. The notice shall also inform the subscriber of the availability, pursuant to Section 364.105, F.S., of discounted residential basic local telecommunications service.~~

~~(15) If the eligible telecommunications carrier generates customer bills, the eligible telecommunications carrier must also place an insert in the subscriber's bill or a message on the subscriber's bill at least once each calendar year advising subscribers of the availability of Lifeline to those who qualify for assistance. If a subscriber's Lifeline service is terminated and the subscriber subsequently presents proof of Lifeline eligibility, the eligible telecommunications carrier shall reinstate the subscriber's Lifeline service as soon as practicable, but no later than 60 days following receipt of proof of eligibility. Irrespective of the date on which the eligible telecommunications carrier reinstates the subscriber's Lifeline service, the subscriber's bill shall be credited for Lifeline service as of the date the eligible telecommunications carrier received the proof of continued Lifeline eligibility.~~

~~(16) Each eligible telecommunications carrier shall maintain accurate records detailing how the consumer demonstrated his or her eligibility for at least 3 years, and for as long as the subscriber receives Lifeline assistance from that eligible telecommunications carrier. All eligible telecommunications carriers shall provide current Lifeline~~

AT&T Florida Comments on Staff Proposed Lifeline Rules

Page 4, Line 19 – Include subsection 2 as paragraph (d) to subsection 1. This would more accurately capture the universe of lifeline eligible customers in a single provision. Renumber subsequent paragraphs as subparagraphs under the new paragraph (d) [Reference pg 3, line 19 of Workshop Notice]

Page 5, Line 2 – Insert new subsection (2) to clarify that only one Lifeline discount per household is allowed. [New Section, Not in Workshop Notice]

Page 7, Lines 19-25 - Change the effective date of the discount to the date that the customer is finally deemed eligible for a Lifeline credit which is when the customer is confirmed as eligible by the National Lifeline Accountability Database (“NLAD”) and subsequently enrolled. [Reference pg 6, lines 15-19 of Workshop Notice]

Page 8, Line 9 – Change the time allowed to inform the Commission as to those subscribers that cannot be enrolled in the Lifeline program. The implementation of the NLAD screening process has made it difficult if not impossible to comply with the current 20-day time limit for notification to the Commission of failed applications for Lifeline. The extension of the time to 40 days will allow for the NLAD process to take place. [Reference pg 7, line 3 of Workshop Notice]

Page 9, Lines 16-18 – Delete the revised subsection 9. This provision is already in the FCC’s Lifeline Rules which are included by reference in subsection 8. The FCC’s rules prohibit imposition of additional certification requirements. Inclusion of this new language is redundant. [Reference pg 8, lines 9-11 of Workshop Notice]

Page 9, Lines 22-24 – This change makes the time for enrolling subscribers who apply directly with a telecommunications carrier consistent with the treatment of a subscriber that applies through the Lifeline Coordinated Enrollment Process. [Reference pg 8, lines 15-18 of Workshop Notice]

Page 12, Lines 1-7 – This change is to clarify that Lifeline subscribers whose discounts are terminated due to failure to maintain eligibility and subsequently demonstrate eligibility are treated as new applicants. Such applications will be treated consistent with the provisions already established for new applications. [Reference pg 10, lines 17-23 of Workshop Notice]

Page 12, Lines 11-18 – Subsection 13 should be deleted. This section confuses the general ETC advertising obligation identified in 214(e) with the Lifeline advertising obligations set forth in 54.405(b). They are not the same. At best, subsection 13 is redundant with subsection 14. At worst it includes advertising obligations not required for Lifeline and which may exceed the Commission’s authority to impose under Section 364.10, Florida Statutes, which is limited to

Parties/Staff Handout
event date 1/21/15
Docket No. Undocrefee

Lifeline. [Note: if subsection 13 is deleted, subsequent subsections must be renumbered—not done here to avoid confusion.] [Reference pg 11, lines 2-6 of Workshop Notice]

Page 13, Lines 15-18- This section should be revised to clear that the Florida Lifeline record keeping requirements conform to FCC's Lifeline record keeping requirements set forth in Rule 54.417. [Reference pg 12, lines 6-8 of Workshop Notice]

Lifeline Application Certifications

The draft rules contained a draft of the Lifeline Application to be incorporated in the new revised Lifeline rules. AT&T Florida has suggested certain changes to the Lifeline Application to update and conform to the FCC's Lifeline Rules. Because there are no line references to the Lifeline Application, AT&T Florida included comments embedded with the proposed changes in the draft Lifeline Applications document.

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NOTICE OF DEVELOPMENT OF RULEMAKING
UNDOCKETED
PAGE 1

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25-4.0665 Lifeline Assistance Plan Service.

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(1) A subscriber is eligible for Lifeline assistance service if:

(a) The subscriber is a participant in one of the following federal assistance programs:

- 1. Medicaid;
- 2. Supplemental Nutrition Assistance Program (SNAP)/Food Stamps;
- 3. Supplemental Security Income (SSI);
- 4. Temporary Assistance for Needy Families/Temporary Cash Assistance (Florida program);
- 5. "Section 8" Federal Public Housing Assistance;
- 6. Low-Income Home Energy Assistance Program; or
- 7. The National School Lunch Program – Free Lunch; or

(b) The subscriber's Local Exchange Company eligible telecommunications carrier has more than one million access lines and the subscriber's household income is at or below 150 percent of the federal poverty income guidelines.

(c) The subscriber's Local Exchange Company eligible telecommunications carrier has less than one million access lines and, pursuant to Title 47, Code of Federal Regulations, Part 54, Subpart E, Section 54.409 Consumer qualification for Lifeline, paragraph (a)(1), as amended June 28, 2012, the subscriber's household income is at or below 135 percent of the federal poverty income guidelines.

~~(2)~~ (d) A subscriber living on federally recognized Tribal lands who does not satisfy the eligibility requirements for Lifeline assistance service in subsection (1) of this rule is nevertheless eligible for Lifeline assistance service if the subscriber receives benefits from one of the following Bureau of Indian Affairs programs:

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~~(a)~~ 1. Tribal temporary assistance for needy families (TANF);

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Parties/Staff
event date 1/21/15
Docket No. Underref

NOTICE OF DEVELOPMENT OF RULEMAKING
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PAGE 2

1 ~~(b)2.~~ National School Lunch NSL Program – Free Lunch; or

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2 ~~(e)3.~~ Head Start.

3 ~~(2) In addition to meeting the eligibility criteria in paragraph (1) of this section, an eligible~~
4 ~~low-income consumer must not already be receiving Lifeline assistance and there must not be~~
5 ~~anyone else in the subscriber's household receiving Lifeline assistance.~~

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6 (3) When enrolling customers in the Lifeline assistance plan under paragraph (1)(a) of this
7 rule, eligible telecommunications carriers shall accept Form PSC/TEL 157 (2/13), entitled
8 “Application for Lifeline Assistance,” which is incorporated into this rule by reference and is
9 available at: [hyperlink]. This form can also be accessed from the Commission’s website at:
10 <http://www.floridapsc.com/utilities/telecomm/lifeline/LifelinePDFs/ApplicationEnglish.pdf>.

11 ~~Eligible telecommunications carriers with less than one million access lines are not required to~~
12 ~~enroll Lifeline applicants through the income eligibility test of 150 percent or less of the~~
13 ~~federal poverty income guidelines, but may do so voluntarily.~~

14 (4) Eligible telecommunications carriers shall enroll customers for Lifeline assistance who
15 electronically submit Form PSC/TEL 158 (6/10), entitled “Lifeline Florida On-line
16 Application for Recipients of Medicaid, Supplemental Nutrition Assistance Program
17 (SNAP)/Food Stamps, or Temporary Cash Assistance (TCA),” which is incorporated into this
18 rule by reference and is available at: [hyperlink]. This form can also be accessed from the
19 Commission’s website at:

20 [https://secure.floridapsc.com/\(S\(15p1gzjr11b5swvf2c30tyd\)\)/public/lifeline/lifelineapplicatio](https://secure.floridapsc.com/(S(15p1gzjr11b5swvf2c30tyd))/public/lifeline/lifelineapplicatio)
21 n2.aspx. Applicants who presently participate in Medicaid, Supplemental Nutrition
22 Assistance Program (SNAP)/Food Stamps, or Temporary Assistance for Needy
23 Families/Temporary Cash Assistance programs can complete Form PSC/TEL 158
24 electronically on-line. Eligible telecommunications carriers that charge an initial connection

25 ~~charge must offer Link Up service to subscribers who are eligible for Lifeline service pursuant~~
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existing law.

NOTICE OF DEVELOPMENT OF RULEMAKING
UNDOCKETED
PAGE 3

1 | ~~to this rule.~~

2 | (5) Eligible telecommunications carriers must allow customers the option to submit Lifeline
3 | applications and supporting documentation via U.S. Mail or facsimile, and may allow
4 | applications and supporting documentation to be submitted electronically. When enrolling
5 | customers in the Lifeline service program under paragraph (1)(a) of this rule, eligible
6 | telecommunications carriers shall accept Form PSC/RAD 157 (6/10), entitled "Application for
7 | Link-Up Florida and Lifeline Assistance," which is incorporated into this rule by reference
8 | and can be accessed from the Commission's website at www.floridapsc.com, by selecting
9 | "Link-Up Florida and Lifeline," then selecting "Need Discounted Phone Service?," and then
10 | selecting "English Link-Up and Lifeline Certification Form" (also available in Spanish and
11 | Creele).

12 | (6) Except as otherwise set forth in paragraph (6)(a)-(d) of this rule, eligible
13 | telecommunications carriers shall comply with subscriber eligibility determination and
14 | certification requirements contained in Title 47, Code of Federal Regulations, Part 54, Subpart
15 | E, Sections 54.407 Reimbursement for offering Lifeline, 54.409 Consumer qualification for
16 | Lifeline, 54.410 Subscriber eligibility determination and certification, and 54.416 Annual
17 | certifications by eligible telecommunications carriers, as amended June 28, 2012, which are
18 | incorporated into this rule by reference and are available at: [hyperlink]. These rules can also
19 | be accessed from the U.S. Government Printing Office's website at: [http://www.ecfr.gov/cgi-](http://www.ecfr.gov/cgi-bin/text-)
20 | [bin/text-](http://www.ecfr.gov/cgi-bin/text-)

21 | [idx?SID=fadabe77a9cbecd6ba1d63b6a946ea0a&tpl=/ecfrbrowse/Title47/47cfr54_main_02.tp](http://www.ecfr.gov/cgi-bin/text-idx?SID=fadabe77a9cbecd6ba1d63b6a946ea0a&tpl=/ecfrbrowse/Title47/47cfr54_main_02.tp)
22 | I. A copy of the annual certification provided to the administrator shall be filed with the
23 | Commission. Exceptions to these requirements are as follow:
24 | (a) Section 54.407(d), regarding obtaining valid certification and re-certification forms for
25 | subscribers;

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UNDOCKETED
PAGE 4

1 (b) Section 54.410(b)(2)(ii), regarding receipt of subscriber certification forms in compliance
2 with Section 54.410(d);

3 (c) Section 54.410(c)(2)(ii), regarding receipt of subscriber certification forms in compliance
4 with Section 54.410(d); and

5 (d) Section 54.410(e), regarding providing copies of subscriber certification forms.

6 ~~Eligible telecommunications carriers shall enroll customers for Lifeline service who~~
7 ~~electronically submit Form PSC/RAD 158 (6/10), entitled "Lifeline and Link-Up Florida On-~~
8 ~~line Self Certification Form," which is incorporated into this rule by reference and can be~~
9 ~~accessed from the Commission's website at www.floridapsc.com, by selecting "Link-Up~~
10 ~~Florida and Lifeline," then selecting "Apply On-line."~~

11 (7) All eligible telecommunications carriers shall participate in the Lifeline assistance plan
12 Coordinated Enrollment Process. For purposes of this rule, the Lifeline assistance plan
13 Coordinated Enrollment Process is an electronic interface between the Department of Children
14 and Families, the Commission, and the eligible telecommunications carrier that allows low-
15 income individuals to enroll in Lifeline following enrollment in a qualifying public assistance
16 program.

17 (a) The Commission shall send an e-mail to the eligible telecommunications carrier informing
18 the eligible telecommunications carrier that Lifeline assistance plan applications are available
19 for retrieval for processing.

20 (b) The eligible telecommunications carrier shall enroll the subscriber in the Lifeline
21 assistance plan as soon as practicable, but no later than 60 days from the receipt of the e-mail
22 notification. Upon completion of initial enrollment, eligible telecommunications carriers that
23 invoice their subscribers shall credit the subscriber's bill for Lifeline assistance as of the
24 subscriber's enrollment date. ~~the eligible telecommunications carrier received the email~~
25 notification from the Commission.

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1 (c) The eligible telecommunications carrier shall maintain a current e-mail address with the
2 Commission, which the Commission will use to inform the eligible telecommunications
3 carrier of the Commission's Lifeline secure website address and that new Lifeline assistance
4 plan applications are available for retrieval for processing.

5 (d) The eligible telecommunications carrier shall maintain with the Commission the names, e-
6 mail addresses and telephone numbers of one primary and one secondary company
7 representative who will manage the user accounts on the Commission's Lifeline secure
8 website.

9 (e) Within ~~20~~ 40 calendar days of receiving the Commission's e-mail notification that the
10 Lifeline assistance plan application is available for retrieval, the eligible telecommunications
11 carrier shall provide a facsimile response to the Commission via the Commission's dedicated
12 Lifeline assistance facsimile telephone line at (850)717-0108, or an electronic response via the
13 Commission's Lifeline secure website, identifying the customer name, address, telephone
14 number, and date of the application for:

- 15 1. Misdirected Lifeline assistance plan applications;
16 2. Applications for customers currently receiving Lifeline assistance; and
17 3. Rejected applicants, which shall include the reason(s) why the applicants were rejected.
18 In lieu of a facsimile or electronic submission, the eligible telecommunications carrier may
19 file the information with the Office of Commission Clerk.

20 (f) Pursuant to Section 364.107(1), F.S., information filed by the eligible telecommunications
21 carrier in accordance with paragraph (8)(e) of this rule is confidential and exempt from
22 Section 119.07(1), F.S. However, the eligible telecommunications carrier may disclose such
23 information consistent with the criteria in Section 364.107(3)(a), F.S. For purposes of this
24 rule, the information filed by the eligible telecommunications carrier will be presumed
25

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1 necessary for disclosure to the Commission pursuant to the criteria in Section 364.107(3)(a)4.,

2 F.S.

3 ~~For Lifeline applicants who do not use On-line enrollment or simplified certification~~

4 ~~enrollment, the eligible telecommunications carrier must accept Public Assistance eligibility~~

5 ~~determination letters, including those provided for food stamps, Medicaid, and public housing~~

6 ~~lease agreements, as proof of eligibility for Link Up and Lifeline enrollment.~~

7 (8) An eligible telecommunications carrier shall not impose additional certification

8 requirements on subscribers beyond those which are required by this rule or by Title 47, Code

9 of Federal Regulations, Part 54, Subpart E, Sections 54.409 Consumer qualification for

10 Lifeline, 54.410 Subscriber eligibility determination and certification, and 54.416 Annual

11 certifications by eligible telecommunications carriers, as amended June 28, 2012. Eligible

12 ~~telecommunications carriers must allow customers the option to submit Link Up or Lifeline~~

13 ~~applications via U.S. Mail or facsimile, and may allow applications to be submitted~~

14 ~~electronically. Eligible telecommunications carriers must also allow customers the option to~~

15 ~~submit copies of supporting documents via U.S. Mail or facsimile.~~

16 (9) If the Office of Public Counsel certifies a subscriber eligible to receive Lifeline assistance

17 under the income test set forth in Section 364.10(3)(a), F.S., an eligible telecommunications

18 carrier shall not impose any additional certification requirements on the subscriber. Eligible

19 telecommunications carriers shall only require a customer to provide the last four digits of the

20 customer's social security number for application for Lifeline and Link Up service and to

21 verify continued eligibility for the programs as part of the annual verification process.

22 (10) An eligible telecommunications carrier must provide written notice to a customer who

23 applied for Lifeline assistance directly with the eligible telecommunications carrier within 30

24 40 days of receipt of the application providing the reason for a rejected Lifeline application

25 and the contact information for the customer to obtain information regarding the application

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NOTICE OF DEVELOPMENT OF RULEMAKING
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PAGE 7

- 1 ~~denial. All eligible telecommunications carriers shall participate in the Lifeline service~~
2 ~~Automatic Enrollment Process. For purposes of this rule, the Lifeline service Automatic~~
3 ~~Enrollment Process is an electronic interface between the Department of Children and Family~~
4 ~~Services, the Commission, and the eligible telecommunications carrier that allows low-income~~
5 ~~individuals to automatically enroll in Lifeline following enrollment in a qualifying public~~
6 ~~assistance program.~~
- 7 (a) ~~The Commission shall send an e-mail to the eligible telecommunications carrier informing~~
8 ~~the eligible telecommunications carrier that Lifeline service applications are available for~~
9 ~~retrieval for processing.~~
- 10 (b) ~~The eligible telecommunications carrier shall enroll the subscriber in the Lifeline service~~
11 ~~program as soon as practicable, but no later than 60 days from the receipt of the e-mail~~
12 ~~notification. Upon completion of initial enrollment, the eligible telecommunications carrier~~
13 ~~shall credit the subscriber's bill for Lifeline service as of the date the eligible~~
14 ~~telecommunications carrier received the e-mail notification from the Commission.~~
- 15 (c) ~~The eligible telecommunications carrier shall maintain a current e-mail address with the~~
16 ~~Commission, which the Commission will use to inform the eligible telecommunications~~
17 ~~carrier of the Commission's Lifeline secure website address and that new Lifeline service~~
18 ~~applications are available for retrieval for processing.~~
- 19 (d) ~~The eligible telecommunications carrier shall maintain with the Commission the names, e-~~
20 ~~mail addresses and telephone numbers of one primary and one secondary company~~
21 ~~representative who will manage the user accounts on the Commission's Lifeline secure~~
22 ~~website.~~
- 23 (e) ~~Within 20 calendar days of receiving the Commission's e-mail notification that the Lifeline~~
24 ~~service application is available for retrieval, the eligible telecommunications carrier shall~~
25 ~~provide a facsimile response to the Commission via the Commission's dedicated Lifeline~~
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NOTICE OF DEVELOPMENT OF RULEMAKING
UNDOCKETED
PAGE 8

1 ~~service facsimile telephone line at (850)413-7142, or an electronic response via the~~
2 ~~Commission's Lifeline secure website, identifying the customer name, address, telephone~~
3 ~~number, and date of the application for:~~

4 ~~1. Misdirected Lifeline service applications;~~

5 ~~2. Applications for customers currently receiving Lifeline service; and~~

6 ~~3. Rejected applicants, which shall include the reason(s) why the applicants were rejected.~~

7 ~~In lieu of a facsimile or electronic submission, the eligible telecommunications carrier may~~
8 ~~file the information with the Office of Commission Clerk.~~

9 ~~(f) Pursuant to Section 364.107(1), F.S., information filed by the eligible telecommunications~~
10 ~~carrier in accordance with paragraph (9)(e) of this rule is confidential and exempt from~~
11 ~~Section 119.07(1), F.S. However, the eligible telecommunications carrier may disclose such~~
12 ~~information consistent with the criteria in Section 364.107(3)(a), F.S. For purposes of this~~
13 ~~rule, the information filed by the eligible telecommunications carrier will be presumed~~
14 ~~necessary for disclosure to the Commission pursuant to the criteria in Section 364.107(3)(a)4.,~~
15 ~~F.S.~~

16 (11) When an eligible telecommunications carrier provides a subscriber with notice of
17 impending termination of Lifeline assistance pursuant to Section 364.10(1)(e), F.S., the notice
18 shall contain the telephone number the subscriber may call to obtain more information about
19 the subscriber's Lifeline assistance from the eligible telecommunications carrier. Notices of
20 impending termination of Lifeline assistance provided by local exchange companies shall also
21 inform the subscriber of the availability of discounted residential basic local
22 telecommunications service, as set forth in Section 364.105, F.S. An eligible
23 telecommunications carrier shall not impose additional verification requirements on
24 subscribers beyond those which are required by this rule.

25 (12) If a subscriber's Lifeline assistance is terminated and the subscriber subsequently

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1 ~~presents proof of Lifeline eligibility the subscriber shall be treated as making a new~~
2 ~~application for a Lifeline credit. the eligible telecommunications carrier shall reinstate the~~
3 ~~subscriber's Lifeline assistance as soon as practicable, but no later than 60 days following~~
4 ~~receipt of proof of eligibility. Irrespective of the date on which the eligible~~
5 ~~telecommunications carrier reinstates the subscriber's Lifeline assistance, the subscriber's bill~~
6 ~~shall be credited for Lifeline assistance as of the date the eligible telecommunications carrier~~
7 ~~received the proof of continued Lifeline eligibility. If the Office of Public Counsel certifies a~~
8 ~~subscriber eligible to receive Lifeline service under the income test set forth in Section~~
9 ~~364.10(3)(a), F.S., an eligible telecommunications carrier shall not impose any additional~~
10 ~~verification requirements on the subscriber.~~

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11 ~~(13) Eligible telecommunications carriers must advertise the availability of Lifeline assistance~~
12 ~~using media of general distribution, as required by Title 47, U.S. Code, Part I, Section~~
13 ~~214(e)(1) Provision of universal service. Eligible telecommunications carriers, subparagraph~~
14 ~~(B), 2011 edition of the Telecommunications Act of 1996, which is incorporated into this rule~~
15 ~~by reference and which is available at: (hyperlink). An eligible telecommunications carrier~~
16 ~~must provide written notice to a customer within 30 days of receipt of the application~~
17 ~~providing the reason for a rejected Lifeline application, and providing contact information for~~
18 ~~the customer to get information regarding the application denial.~~

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19 (14) Eligible telecommunications carriers shall publicize the availability of Lifeline assistance
20 in a manner reasonably designed to reach those likely to qualify for the assistance, as required
21 by Title 47, Code of Federal Regulations, Part 54, Subpart E, Section 54.405 Carrier
22 obligation to offer Lifeline, paragraph (b), as amended March 2, 2012, which is incorporated
23 into this rule by reference and which is available at: (hyperlink). An eligible
24 telecommunications carrier must provide 60 days written notice prior to the termination of
25 Lifeline service. The notice of pending termination shall contain the telephone number at

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1 ~~which the subscriber can obtain information about the subscriber's Lifeline service from the~~
2 ~~eligible telecommunications carrier. The notice shall also inform the subscriber of the~~
3 ~~availability, pursuant to Section 364.105, F.S., of discounted residential basic local~~
4 ~~telecommunications service.~~

5 (15) If the eligible telecommunications carrier generates customer bills, the eligible
6 telecommunications carrier must also place an insert in the subscriber's bill or a message on
7 the subscriber's bill at least once each calendar year advising subscribers of the availability of
8 Lifeline to those who qualify for the assistance. If a subscriber's Lifeline service is terminated
9 and the subscriber subsequently presents proof of Lifeline eligibility, the eligible
10 telecommunications carrier shall reinstate the subscriber's Lifeline service as soon as
11 practicable, but no later than 60 days following receipt of proof of eligibility. Irrespective of
12 the date on which the eligible telecommunications carrier reinstates the subscriber's Lifeline
13 service, the subscriber's bill shall be credited for Lifeline service as of the date the eligible
14 telecommunications carrier received the proof of continued Lifeline eligibility.

15 (16) Each eligible telecommunications carrier shall maintain accurate records in accordance
16 with the recordkeeping requirements identified in 47 C.F.R. § 54.417, detailing how the
17 consumer demonstrated his or her eligibility for at least 3 years, and for as long as the
18 subscriber receives Lifeline assistance from that eligible telecommunications carrier. All
19 eligible telecommunications carriers shall provide current Lifeline service company
20 information to the Universal Service Administrative Company at www.lifelinesupport.org so
21 that the information can be posted on the Universal Service Administrative Company's
22 consumer website.

23 (17) ~~Eligible telecommunications carriers must advertise the availability of Lifeline service to~~
24 ~~those who may be eligible for the service. At a minimum, if the eligible telecommunications~~
25 ~~carrier publishes a directory, the eligible telecommunications carrier must include in the index~~
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1 of the directory a notice of the availability of Lifeline service. If the eligible
2 telecommunications carrier generates customer bills, the eligible telecommunications carrier
3 must also place an insert in the subscriber's bill or a message on the subscriber's bill at least
4 once each calendar year advising subscribers of the availability of Lifeline service.

5 (18) Eligible telecommunications carriers may not charge a service deposit in order to initiate
6 Lifeline service if the subscriber voluntarily elects toll blocking or toll control. If the
7 subscriber elects not to place toll blocking or toll control on the line, an eligible
8 telecommunications carrier may charge a service deposit.

9 (19) Eligible telecommunications carriers may not charge Lifeline subscribers a monthly
10 number portability charge.

11 (20) Eligible telecommunications carriers offering Link-Up and Lifeline service must submit
12 quarterly reports to the Commission no later than 30 days following the ending of each quarter
13 as follows: First Quarter (January 1 through March 31); Second Quarter (April 1 through June
14 30); Third Quarter (July 1 through September 30); Fourth Quarter (October 1 through
15 December 31). The quarterly reports shall include the following data:

16 (a) The number of Lifeline subscribers, excluding resold Lifeline subscribers, for each month
17 during the quarter;

18 (b) The number of subscribers who received Link-Up for each month during the quarter;

19 (c) The number of new Lifeline subscribers added each month during the quarter;

20 (d) The number of transitional Lifeline subscribers who received discounted service for each
21 month during the quarter; and

22 (e) The number of residential access lines with Lifeline service that were resold to other
23 carriers each month during the quarter.

24 *Rulemaking Authority ~~120.80(13)(d)~~, 350.127(2), ~~364.0252~~, 364.10(2)(3)(j) FS. Law*

25 *Implemented ~~364.0252~~, 364.10, 364.105, 364.183(1) FS. History—New 1-2-07, Amended 12-6-*

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NOTICE OF DEVELOPMENT OF RULEMAKING
UNDOCKETED
PAGE 12

1 07, 6-23-10, _____.

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NOTICE OF DEVELOPMENT OF RULEMAKING
UNDOCKETED
PAGE 13

1 | 25-4.113 Refusal or Discontinuance of Service by Company.
2 | ~~(1) As applicable, the company may refuse or discontinue telephone service under the~~
3 | ~~following conditions provided that, unless otherwise stated, the customer shall be given notice~~
4 | ~~and allowed a reasonable time to comply with any rule or remedy any deficiency:~~
5 | ~~(a) For non-compliance with or violation of any state or municipal law, ordinance, or~~
6 | ~~regulation pertaining to telephone service.~~
7 | ~~(b) For the use of telephone service for any other property or purpose than that described in~~
8 | ~~the application.~~
9 | ~~(c) For failure or refusal to provide the company with a deposit to insure payment of bills in~~
10 | ~~accordance with the company's regulations.~~
11 | ~~(d) For neglect or refusal to provide reasonable access to the company for the purpose of~~
12 | ~~inspection and maintenance of equipment owned by the company.~~
13 | ~~(e) For noncompliance with or violation of the Commission's regulations or the company's~~
14 | ~~rules and regulations on file with the Commission, provided 5 working days' written notice is~~
15 | ~~given before termination.~~
16 | ~~(f) For nonpayment of bills for telephone service, including the telecommunications access~~
17 | ~~system surcharge referred to in subsection 25-4.160(3), F.A.C., provided that suspension or~~
18 | ~~termination of service shall not be made without 5 working days' written notice to the~~
19 | ~~customer, except in extreme cases. The written notice shall be separate and apart from the~~
20 | ~~regular monthly bill for service. A company shall not, however, refuse or discontinue service~~
21 | ~~for nonpayment of a dishonored check service charge imposed by the company, nor~~
22 | ~~discontinue a customer's Lifeline local service if the charges, taxes, and fees applicable to dial~~
23 | ~~tone, local usage, dual-tone multifrequency dialing, emergency services such as "911," and~~
24 | ~~relay service are paid. No company shall discontinue service to any customer for the initial~~
25 | ~~nonpayment of the current bill on a day the company's business office is closed or on a day~~
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NOTICE OF DEVELOPMENT OF RULEMAKING
UNDOCKETED
PAGE 14

1 ~~preceding a day the business office is closed.~~

2 ~~(g) For purposes of paragraphs (e) and (f), "working day" means any day on which the~~
3 ~~company's business office is open and the U.S. Mail is delivered.~~

4 ~~(h) Without notice in the event of customer use of equipment in such manner as to adversely~~
5 ~~affect the company's equipment or the company's service to others.~~

6 ~~(i) Without notice in the event of hazardous conditions or tampering with the equipment~~
7 ~~furnished and owned by the company.~~

8 ~~(j) Without notice in the event of unauthorized or fraudulent use of service. Whenever service~~
9 ~~is discontinued for fraudulent use of service, the company may, before restoring service,~~
10 ~~require the customer to make, at his own expense, all changes in facilities or equipment~~
11 ~~necessary to eliminate illegal use and to pay an amount reasonably estimated as the loss in~~
12 ~~revenues resulting from such fraudulent use.~~

13 ~~(2) In case of refusal to establish service, or whenever service is discontinued, the company~~
14 ~~shall notify the applicant or customer in writing of the reason for such refusal or~~
15 ~~discontinuance.~~

16 ~~(3) Service shall be initiated or restored when the cause for refusal or discontinuance has been~~
17 ~~satisfactorily adjusted.~~

18 ~~(4) The following shall not constitute sufficient cause for refusal or discontinuance of service~~
19 ~~to an applicant or customer:~~

20 ~~(a) Delinquency in payment for service by a previous occupant of the premises, unless the~~
21 ~~current applicant or customer occupied the premises at the time the delinquency occurred and~~
22 ~~the previous customer continues to occupy the premises and such previous customer shall~~
23 ~~benefit from such new service.~~

24 ~~(b) Delinquency in payment for service by a present occupant who was delinquent at another~~
25 ~~address and subsequently joined the household of the customer in good standing.~~

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- 1 ~~(e) Delinquency in payment for separate telephone service of another customer in the same~~
2 ~~residence.~~
- 3 ~~(d) Failure to pay for business service at a different location and a different telephone number~~
4 ~~shall not constitute sufficient cause for refusal of residence service or vice versa.~~
- 5 ~~(e) Failure to pay for a service rendered by the company which is not regulated by the~~
6 ~~Commission.~~
- 7 ~~(f) Failure to pay the bill of another customer as guarantor thereof.~~
- 8 ~~(g) Failure to pay a dishonored check service charge imposed by the company.~~
- 9 ~~(5) When service has been discontinued for proper cause, the company may charge a~~
10 ~~reasonable fee to defray the cost of restoring service, provided such charge is set out in its~~
11 ~~approved tariff on file with the Commission.~~
- 12 *Rulemaking Authority 350.127, 427.704(8) FS. Law Implemented 364.03, 364.19, 364.604,*
13 *427.704 FS. History—Revised 12-1-68, Amended 3-31-76, 10-25-84, 10-30-86, 1-1-91, 9-16-*
14 *92, 1-7-93, 1-25-95, 7-5-00, Repealed*

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Application for Lifeline Assistance

Billing name _____
Service Address _____
City _____ State _____ Zip Code _____
Last Four Digits of Social Security Number _____ Date of Birth _____
Billing Address (if different from Service Address) _____
City _____ State _____ Zip Code _____
Telephone Number (____) _____ (NOTE: If you do not currently have local phone service,
please contact a local phone provider in your area to establish service.)

Applicants who presently participate in the Medicaid, Supplemental Nutrition Assistance Program (SNAP)/Food Stamps, or Temporary Cash Assistance (TCA) programs can complete an on-line electronic Lifeline application (available on the PSC Web site).

Is the residential address listed on this application permanent temporary? (Check one.)

Lifeline is a federal benefit. Willfully making false statements to obtain the benefit can result in fines, imprisonment, de-enrollment or being barred from the program.

Only one Lifeline benefit is available per household. A household is defined, for purposes of 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-transferable benefit and the subscriber may not transfer his or her benefit to any other person.

I hereby certify that I participate in the following assistance program(s): (Check all that apply)

- Temporary Cash Assistance
- Supplemental Nutrition Assistance Program (SNAP)/Food Stamps
- Medicaid
- Low-Income Home Energy Assistance Program (LIHEAP)
- Supplemental Social Security (SSI)
- Federal Public Housing Assistance (Section 8)
- National School Lunch Program (NSLP) – Free lunch
- Bureau of Indian Affairs Program (Tribal Temporary Assistance for Needy Families, Head Start Subsidy, NSLP) – Tribal Land Residents Only

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NOTICE OF DEVELOPMENT OF RULEMAKING
UNDOCKETED
PAGE 17

I certify and agree to the following:

I will notify my Lifeline provider within 30 days if I no longer participate in a qualifying DCF assistance program, if I receive more than one Lifeline benefit, or if another member of my household is receiving a Lifeline benefit;

If I move to a new address, I will provide that new address to my lifeline provider within 30 days;

~~If I provided a temporary residential address in this application, I will be required to verify my temporary residential address every 90 days with my Lifeline provider;~~

My household will receive only one Lifeline benefit and, to the best of my knowledge, my household is not already receiving a Lifeline benefit;

The information contained in this application is true and correct to the best of my knowledge;

I acknowledge that providing false or fraudulent information to receive Lifeline benefits is punishable by law; and,

I acknowledge that I may be required by my Lifeline provider to recertify my continued eligibility for Lifeline at any time, and my failure to re-certify as to my continued eligibility will result in disenrollment and the termination of my Lifeline benefits.

~~I understand that my name, address, date of birth, last four digits of my Social Security Number or Tribal Identification Number, telephone number, and address and other information may be provided to the Universal Service Administrative Company (USAC) (the administrator of the program) and/or its agents for purpose of verifying that my household does not receive more than one Lifeline benefit.~~

I agree to allow exchange of any necessary information between the local telephone company, the appropriate federal or state agency, or fund administrator, to verify my eligibility to participate in the Lifeline discount program. I give this permission on the condition that the information in this form and any information about my participation in the above public assistance program provided by officials be maintained as confidential customer account information.

Customer's signature

Date

Customers of AT&T Florida, CenturyLink, or Verizon who are at or below 150% of the federal poverty income guidelines, but are not currently receiving benefits from one of the listed programs, do qualify for Lifeline service. Those customers may demonstrate their eligibility for Lifeline service to the Florida Office of Public Counsel. Please contact the Florida Office of Public Counsel at **1-800-540-7039**. Customers of other telephone companies who are at or below 150% of the federal poverty income guidelines, but are not currently receiving benefits from one of the listed programs, should contact their telephone company to see if their telephone company is voluntarily enrolling Lifeline applicants through the income eligibility test of 150% or less of the federal poverty income guidelines.

Comment [AT&T1]: The FCC rule requiring verification of temporary addresses every 90 days never took effect because the Office of Management and Budget rejected the rule (47 CFR § 54.410(d)(3)(v)), so this should be deleted here to mirror the federal rules, and to refrain from imposing a burden on Lifeline providers beyond the federal rules.

Comment [AT&T2]: The FCC rule 47 CFR § 54.404(b)(6) requires ETCs to transmit the following information to NLAD:

(6) Eligible telecommunications carriers must transmit to the Database in a format prescribed by the Administrator each new and existing Lifeline subscriber's full name; full residential address; date of birth and the last four digits of the subscriber's Social Security number or Tribal Identification number, if the subscriber is a member of a Tribal nation and does not have a Social Security number, the telephone number associated with the Lifeline service; the date on which the Lifeline service was initiated; the date on which the Lifeline service was terminated, if it has been terminated; the amount of support being sought for that subscriber; and the means through which the subscriber qualified for Lifeline.

So the purpose of the proposed edits are to include other data points ETCs are required to transmit to NLAD to ensure that ETCs have consumers' permission to transmit the required information

NOTICE OF DEVELOPMENT OF RULEMAKING
UNDOCKETED
PAGE 18

~~Applicants who presently participate in the Medicaid Supplemental Nutrition Assistance Program (SNAP)/Food Stamps, or Temporary Cash Assistance (TCA) programs can complete an on-line electronic Lifeline application (available on the PSC Web site).~~

PSC/RADTEL 157 (REV 6/12)

Rule 25-4.0665, F.A.C

Florida Public Service Commission



Lifeline Florida On-line Application for Recipients of Medicaid, Supplemental Nutrition Assistance Program (SNAP)/Food Stamps, or Temporary Cash Assistance (TCA)

- English
- Español
- Creole



[ABOUT SSL CERTIFICATES](#)

Section 364.107(1), Florida Statutes provides that personal identifying information concerning a participant in a telecommunications carrier's Lifeline Assistance Plan held by the Public Service Commission is confidential.

Lifeline is a federal benefit. Willfully making false statements to obtain the benefit can result in fines, imprisonment, de-enrollment or being barred from the program.

Only one Lifeline service 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-transferable benefit and the subscriber may not transfer his or her benefit to any other person.

Customers of AT&T Florida, CenturyLink, or Verizon who are at or below 150% of the federal poverty income guidelines, but are not currently receiving benefits from one of the listed programs, do qualify for Lifeline service. Those customers may demonstrate their eligibility for Lifeline service to the [Florida Office of Public Counsel](#). Please contact the Florida Office of Public Counsel at 1-800-540-7039. Customers of other telephone companies who are at or below 150% of the federal poverty income guidelines, but are not currently receiving benefits from one of the listed programs, should contact their telephone company to see if their telephone company is voluntarily enrolling Lifeline applicants through the income eligibility test of 150% or

less of the federal poverty income guidelines.

Applicants wishing to qualify for Lifeline using Supplemental Security Income (SSI), Federal Public Housing Assistance (Section 8), Low-Income Home Energy Assistance Program (LIHEAP), National School Lunch Free Lunch Program, or Bureau of Indian Affairs Programs (Tribal Temporary Assistance for Needy Families, Head Start Subsidy, NSLP) can complete a hard-copy Lifeline application (available on the PSC Web site), and submit it to their telephone provider along with verification that they are currently participating in one of these programs.

Contact Information

*Last Name	<input type="text"/>	*First Name	<input type="text"/>
*Address Line 1	<input type="text"/>		
Address Line 2	<input type="text"/>		
*City	<input type="text"/>	*State FL	*Zip Code: <input type="text"/>
The residential address listed on this application is:	<input checked="" type="radio"/> Permanent <input type="radio"/> Temporary		<input type="checkbox"/> Check if different Billing address
*Telephone (###-###-####)	<input type="text"/>	Date (mm/dd/yyyy)	<input type="text" value="08/21/2012"/>
		* Date of Birth (mm/dd/yyyy)	<input type="text" value="08/21/2012"/> *
* Last 4 digits of Social Security Number	<input type="text"/>	The last four digits of your Social Security Number are required to complete this application. If you do not wish to provide this information here, please apply for Lifeline directly through your Service Provider.	

Service Provider <input type="text" value="Select Provider"/> *	I hereby certify that I participate in the following public assistance program(s): <input type="checkbox"/> Medicaid <input type="checkbox"/> Supplemental Nutrition Assistance Program (SNAP)/Food Stamps <input type="checkbox"/> Temporary Cash Assistance (TCA)
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I certify, that:

I will notify my Lifeline provider within 30 days if I no longer participate in a qualifying DCF assistance program, if I receive more than one Lifeline benefit, or if another member of my household is receiving a Lifeline benefit;

If I move to a new address, I will provide that new address to my Lifeline provider within 30 days;

~~If I provided a temporary residential address in this application, I will be required to verify my temporary residential address every 90 days with my Lifeline provider;~~

My household will receive only one Lifeline service and, to the best of my knowledge, my household is not already receiving a Lifeline service;

The information contained in this application is true and correct to the best of my knowledge;

I acknowledge that providing false or fraudulent information to receive Lifeline benefits is punishable by law; and,

I acknowledge that I may be required by my Lifeline provider to recertify my continued eligibility for Lifeline at any time, and my failure to re-certify as to my continued eligibility will result in deenrollment and the termination of my Lifeline benefits.

I understand that my name, address, date of birth, last four digits of my Social Security Number or Tribal Identification Number, telephone number, and address ~~other information~~ may be provided to the Universal Service Administrative Company (USAC) (the administrator of the program) and/or its agents for the purpose of verifying that my household does not receive more than one Lifeline benefit.

I agree to allow exchange of any necessary information between the local telephone company, the appropriate federal or state agency, or fund administrator, to verify my eligibility to participate in the Lifeline discount program. I give this permission on the condition that the information in this form and any information about my participation in the above public assistance programs provided by officials be maintained as confidential customer account information.

I agree to these terms and conditions:

- Yes
 No

CLEAR

SUBMIT

Comment [AT&T3]: The FCC rule requiring verification of temporary addresses every 90 days never took effect because the Office of Management and Budget rejected the rule (47 CFR § 54.410(d)(3)(v)), so this should be deleted here to mirror the federal rules, and to refrain from imposing a burden on Lifeline providers beyond the federal rules.

Comment [AT&T4]: Same explanation as Comment 2 to insure consistency with the FCC's rules.