

FLORIDA PUBLIC SERVICE COMMISSION

VOTE SHEET

November 10, 2009

**Docket No. 080278-TL** – Joint petition for show cause proceedings against Verizon Florida LLC for apparent violation of Rule 25-4.070, F.A.C., Customer Trouble Reports, and impose fines, by the Office of the Attorney General, Citizens of the State of Florida, and AARP.

**Docket No. 080234-TP** – Implementation of Florida lifeline program involving bundled service packages and placement of additional enrollment requirements on customers.

**Issue 1:** Should the Commission accept the provisions of the joint Settlement Agreement between Verizon Florida LLC, the Attorney General Bill McCollum, the Citizens for the State of Florida, and AARP, whereby Verizon Florida LLC will issue credits totaling \$1.75 million to residential local exchange telecommunications service customers, will contribute \$250,000 to the General Revenue Fund, and will provide Lifeline discounts to all eligible customers who request the discount and receive regulated telecommunications service packages, to resolve the apparent violations of Rule 25-4.070, F.A.C., that occurred during 2007 and the first three quarters of 2008, and Issues 1 and 3 in Docket 080234-TP?

**Recommendation:** Yes, the Commission should accept the provisions of the joint Settlement Agreement between Verizon Florida LLC, the Attorney General Bill McCollum, the Citizens for the State of Florida, and AARP, whereby Verizon Florida LLC will issue credits totaling \$1.75 million to residential local exchange telecommunications service customers, will contribute \$250,000 to the General Revenue Fund, and will provide Lifeline discounts to all eligible customers who request the discount and receive regulated telecommunications service packages, to resolve the apparent violations of Rule 25-4.070, F.A.C., that occurred during 2007 and the first three quarters of 2008, and Issues 1 and 3 in Docket 080234-TP.

**MODIFIED** *The parties agreed to allocate \$125,000 toward Lifeline and Linkup programs to promote awareness in the Verizon territory and \$125,000 to General Revenue.*

**COMMISSIONERS ASSIGNED:** All Commissioners

COMMISSIONERS' SIGNATURES

MAJORITY

DISSENTING

*David E. Klement*  
*no a. 20*  
*[Signature]*  
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REMARKS/DISSENTING COMMENTS:

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**Issue 2:** Should these dockets be closed?

**Recommendation:** If the Commission approves staff's recommendation in Issue 1 Verizon will issue service credits within 90 days after the issuance of the Final Order in the amount of \$1.75 million to its residential local exchange telecommunications service customers. Verizon shall also provide a final report no later than May 15, 2010, verifying that the company has issued the customer credits. Verizon will also submit a payment in the amount of \$250,000 to the Commission within 90 days after the settlement becomes effective. Upon receipt of the payment, the Commission will forward the payment to the Department of Financial Services for deposit into the General Revenue Fund. If Verizon fails to demonstrate that it has complied with the provisions of the Commission's Order, Docket No. 080278-TL shall remain open pending further action. This Docket No. 080278-TL shall be closed administratively upon the submission of Verizon's final report verifying that the company issued the customer credits and upon receipt of the \$250,000 payment.

Verizon will begin providing the Lifeline discounts to all eligible customers who request the discount and receive regulated telecommunications service packages within 90 days after the settlement becomes effective, and Issues 1 and 3 in Docket No. 080234-TP will be dismissed without prejudice. Docket No. 080234-TP shall remain open pending further action.

**APPROVED**