



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

August 01, 2014

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

Dear Mr. Casey:

Re: 2014 Annual Lifeline Data Request

Enclosed is NEFCOM's 2014 Annual Lifeline Data Request and copies of the requested information for question 12.d.

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

Sincerely,

s/Deborah L. Finley

Deborah L. Finley
Accounts Manager

cc: Master File

ILEC LIFELINE DATA REQUEST 2014

To assist the Public Service Commission (PSC) in the development of our Annual Report to the Governor, President of the Senate, and Speaker of the House of Representatives on the Lifeline program as required by Chapter 364.10, Florida Statutes, **staff requests that you provide responses to the following by August 15, 2014.**

For items 1 through 16, please provide the data for the fiscal year July 1, 2013, through June 30, 2014.

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

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

Response:

July, 2013	5141
August, 2013	5122
September, 2013	5086
October, 2013	5054
November, 2013	5040
December, 2013	5016
January, 2014	5000
February, 2014	4987
March, 2014	4978
April, 2014	4966
May, 2014	4939
June, 2014	4928

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

Response:

July, 2013	674
August, 2013	716
September, 2013	717
October, 2013	706
November, 2013	571
December, 2013	578
January, 2014	605
February, 2014	620
March, 2014	623
April, 2014	622
May, 2014	601
June, 2014	545

ILEC Lifeline Data Request 2014
 July 15, 2014

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

Response: \$12.75

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

Response:

	2013						2014					
	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June
Customer currently receiving Lifeline	19	16	18	12	12	12	9	8	11	10	4	0
Inability to verify participation in qualifying program												
Past due	1	1	1	1	2	1	4	2	0	1	1	0
(TD)												
Not Northeast Florida Customer	3	6	3	4	5	3	6	5	3	4	0	0

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

Response:

July, 2013	34
August, 2013	56
September, 2013	26
October, 2013	24
November, 2013	21
December, 2013	31
January, 2014	50
February, 2014	27
March, 2014	18
April, 2014	25
May, 2014	9
June, 2014	5

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

Response:

July, 2013	72
August, 2013	14
September, 2013	25
October, 2013	35
November, 2013	156
December, 2013	24
January, 2014	23
February, 2014	12
March, 2014	15
April, 2014	26
May, 2014	30
June, 2014	61

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

Response:

July, 2013	10
August, 2013	10
September, 2013	10
October, 2013	8
November, 2013	7
December, 2013	0
January, 2014	0
February, 2014	0
March, 2014	0
April, 2014	0
May, 2014	0
June, 2014	0

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

Response: None.

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

Response:

July, 2013	0
August, 2013	0
September, 2013	0
October, 2013	0
November, 2013	0
December, 2013	0
January, 2014	0
February, 2014	0
March, 2014	0
April, 2014	0
May, 2014	0
June, 2014	0

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

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

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

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

Response: NEFCOM provides the customer with a Lifeline Application and certification form to complete showing they qualify for one of the low-income assistance programs. The customer has to provide proof that they qualify. Normally, the customer returns NEFCOM's Lifeline Application and certification form along with proof that they qualify on the same day. The Sales Associates access NLAD to verify that the customer is not receiving duplicate support. If no duplicate support is found the customer is enrolled for Lifeline Assistance on the date of installation (normally three working days after the date of application).

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

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

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

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

Response: Same as c. above.

July 15, 2014

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

Response: The customers must complete our Lifeline Application and certification form and provide proof of their participation in the qualifying program on their application. NEFCOM enrolls the customer in Lifeline service on the same day the eligibility documentation is received and their account has been checked in NLAD for duplicate support. If duplicate support is found the account will not be enrolled. A new customer receives the Lifeline credit prorated back to the date service was installed on their first bill. A customer can also apply on-line through the PSC website.

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

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

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

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

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

- a. Internal procedures for promoting Lifeline.
- b. Outreach and educational efforts involving participation in community events.
- c. Outreach and educational efforts involving mass media (newspaper, radio, television).

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

- d. Copies of Lifeline outreach materials of your company.
Response: Copies of Bill message, press ad, phone book and website are attached.
 - e. Organizations you are currently partnering with, have partnered with, and organizations you plan to partner with to educate and inform customers about Lifeline.
Response: None
13. Description of procedures associated with enrollment of Lifeline customers by resellers of telecommunications services through resale agreements. Include the following in your response:
- a. Billing procedures associated with the pass through of the credit, including the amount of the pass through for each reseller.
Response: First, Northeast applies the entire \$12.75 in Lifeline credits to the retail rates for basic local service. The Company then applies the wholesale discount factor to the remaining balance for the service sold to the reseller.
 - b. Initial and annual certification procedures and requirements.
Response: Resellers have the direct relationship with the end user customers that qualify for Lifeline. Northeast requires the reseller to take responsibility for certification and verification of their end users' Lifeline eligibility. The reseller certifies to Northeast on the Local Service Request (LSR) form that they have the appropriate documentation to support the end user's Lifeline eligibility.
 - c. Any other terms and conditions applicable to resellers offering Lifeline that are not imposed on resellers who do not offer Lifeline.
Response: No
14. Please describe the training you provide to your customer service representatives regarding Lifeline and provide the script used by your company's representatives.
- Response/Training: The Sales Associates are trained to promote Lifeline participation while processing an application for new service and during inquires received from existing customers.
- Response/Script: The Sales Associates are advised to tell the customers that they may be eligible for assistance on their local telephone bill if they receive benefits from one of the qualifying programs or meet the income requirements for Lifeline. If the customer responds that he qualifies, we proceed by asking them to complete the Lifeline Application and certification form and provide proof of their participation. However, should the customer respond 'No', we move to the next step of processing the order.
15. Please provide any link on your Web site that provides Lifeline information.
Response: http://nefcom.net/lifeline_faq/

Message to our Customers:

ONLINE BILL PAY!

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

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

FREE INSTALLATION FOR CALLING FEATURES

A \$28.00 Savings - Monthly Rates Will Apply

BILL VERIFICATION

Please verify all the itemized charges on this bill.

DIRECT DEBIT SERVICE

Save Time, Save Money!

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

Please note the Federal Universal Service Charge (FUSC) has increased from 15.1% to 15.6% effective on your October 1, 2013 telephone bill. This increase is pursuant to FCC CC Docket No. 96-45, DA13-1880.

Lifeline Service

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

CHANGE OF ADDRESS FORM

Please print

Effective date _____

Name _____

Company _____

Address _____

City, State, Zip _____

Alternate telephone number _____



Page: 3 of 5
 Account: 11022680
 Bill Date: Oct 01 2013
 Telephone: -
 Name: (see Account and Service Summary)

Message to our Customers (continued)
 his or her benefit to any other person. Willfully making false statements to obtain the benefit can result in fines, imprisonment, de-enrollment or being barred from the program.

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

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

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

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

NEFCOM's Statement of rates for Basic Telephone Service

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

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

Individual Touch-Calling Access Line Base Rate Area			
Residence: \$14.00	Business: 1-Party		\$24.40
	Business: Trunk		\$36.00
FCC Subscriber Subscriber Line			
Residence: \$6.50	Business: Single Line		\$6.50
		Multi-Line	\$9.20
Access Recovery Charge (ARC)			
Residence: \$1.00	Business: Single Line		\$1.00
		Multi-Line	\$2.00

Payments and Adjustments

Payments		
Payment Received Aug 26		15.46CR
Payment Received Sep 09		16.20CR
Total Payments and Adjustments		31.66CR

Account and Service Summary

Service Information	Recurring Charges	Other Charges	Usage Charges	Taxes & Surcharges	Total
Account (11022680)					
ISP toya	.00	.00	.00	.00	.00
LND 904 275-2400	45.56	33.62CR	2.76	1.00	15.70
Total for 11022680	45.56	33.62CR	2.76	1.00	15.70
Total Account and Service Charges					15.70

DUI arrest in south city Driver swerving; stops on sidewalk

A Maclennany man observed driving erratically in the west city the evening of October 1 was charged with DUI and several other minor traffic offenses.

Patrick Stoutamire, 44, was at the wheel of a 2000 Ford SUV that made a wide turn leaving a residence on 9th St. about 9:30, then headed east in the westbound lane of South Boulevard before stopping on a sidewalk, according to Deputy Daryl Mobley.

Mr. Stoutamire failed several field sobriety tests and refused after a mandatory waiting period to submit to a breath test, which triggers an automatic DUI charge.

He was also ticketed for failure to have his driver's license, no proof of insurance or current registration and driving without a seat belt.

In other recent arrests, Debbie Donovan, 25, of Sanderson was charged with resisting without violence for unruly behavior at the scene of her boyfriend's arrest at an east Maclennany garage the afternoon of October 4.

Deputy Trey McCullough said he went to Williams Auto Repair on US 90 about 2:45 seeking Timothy Williams Jr., 26, who was wanted on a warrant for resisting arrest and violation of probation.

The officer said Ms. Donovan and the suspect's mother, Laura Williams, both insisted that Mr. Williams was not there. Moments later, the suspect

was arrested leaving a travel trailer on the property where he was staying.

Deputy McCullough said Ms. Donovan cursed and refused to calm herself while Mr. Williams was being taken into custody, and she also was taken to jail.

In a repeat of her arrest on August 13, a Jacksonville woman was charged with resisting and trespassing on the grounds at Northeast Florida State Hospital the afternoon of October 1.

Deputy Robert Simpkins was called to the hospital on SR 121 South by security when Guidadem Tekam, 46, caused a disturbance and refused to leave. As before, she claims her daughter has been held at the state hospital eight years against her will.

The officer issued a trespass order at the scene, and said Ms. Tekam promptly violated it by returning to the grounds.

In another case involving a trespass order, Cynthia Pearce, 49, of Maclennany was arrested after Deputy Kody Crews arrived at a residence on Glenn Williamson Rd. the afternoon of October 6 and found her arguing with her sister Sheila Griffis.

Abby Vonk, 23, of Maclennany was taken back into custody in a bond surrender at county jail the morning of October 4. She has a felony count pending for fraudulent credit card use.

Obscenity keyed into vehicle at fairgrounds

A Maclennany woman reported to police that her vehicle was damaged after being parked in a lot near the Baker County Fair the evening of October 4.

Shannon Johnson said she noticed on October 6 that an obscenity was scratched into the paint surface on the passenger door of her 2003 Lexus. The victim also mentioned to Deputy Michael Clark that other parked vehicles were damaged that night, but the sheriff's department confirmed early this week no additional reports were logged.

In another case of damage to a vehicle, Evangeline Frazer said on October 2 that her 2008 Mazda sustained \$500 damage to a rear hatch door, while parked outside her residence on Grant St. southwest of Maclennany.

Ms. Frazer reported the damage the following day and stated to Deputy John Minkel she and her boyfriend heard what sounded like a gunshot the previous evening, and a projectile struck her residence after it hit the vehicle.

She gave the officer the name of a possible suspect.

A north Maclennany resident called police when she learned a .22 caliber rifle stored in the garage of her residence on Huckleberry Trail was apparently stolen.

Tishica Carlton told Deputy Brandon Kiser the rifle belonged to a 13-year-old neighbor and was last seen on September 28, six days before it was missing from a shelf.

16 suspensions for speeding biker

A Maclennany motorcyclist stopped by a county deputy for speeding on US 90 downtown the evening of October 5 was driving on a license with 16 prior suspensions.

Gregory Johnson, 41, also did not have a license endorsement for motorcycles.

Deputy Daryl Mobley said he both heard and saw the 2003 Suzuki driven by Mr. Johnson accelerate to a high rate of speed in the 30 mph zone just before 8 pm.

He was booked at county jail for a felony license violation and careless driving, and was one of five motorists arrested the past week on similar offenses.

William Johns II, 31, of Glen St. Mary fled at high speed from Deputy Robert Simpkins in the late morning of October 5 on Smokey Rd. near US 90 when the officer spotted him at the wheel of a 1998 Jeep and was aware he did not have a valid license.

The deputy said he lost sight of the Jeep as Mr. Johns fled west of Reid Stafford and the vehicle was located partially hidden in brush off a driveway a short time later. Officers located Mr. Johns at a nearby residence occupied by his estranged wife Amy, 29, who had an active protective order against him.

He was booked for driving with five prior suspensions and violating the court order.

Later that day, Deputy Mobley arrested Gregory Green, 42, of Olustee for driving with three suspensions. The officer said Mr. Green ran a stop sign on MLK at South Boulevard while at the wheel of a 2006 Nissan about 10:20 pm.

The same deputy said he was aware that William Gainey, 41, of Jacksonville lacked a valid license when he drove off in a 2012 Chevrolet from Mac's Liquors in Maclennany about 2:20 the morning of October 2.

Mr. Gainey's license had been suspended four times, and he was also charged with a seat belt violation.

Deputy Shawn Bishara stopped a 1999 Ford on CR 125 north late on October 2 initially believing it was stolen, and arrested driver Robert Dean, 28, of Sanderson for having two license suspensions.

The driver was also ticketed for having the wrong license plate on the vehicle.

Couple chased on foot after running from former garage

Police arrested a west Glen St. Mary couple late on October 3 after they were seen running from a former motorcycle shop at US 90 and CR 139B.

Deputy Clements Leo said he was on routine patrol about 10:20 pm when he spotted Emily Barton, 20, and Michael Waters Jr., 25, exit Havv Riders through a roll-up door. The suspects fled north on foot into a wooded area and Ms. Waters was caught by Cpl. Randy Davis shortly after.

Several deputies fanned out in the neighborhood and the county's K-9 Blitz was unable to pick up a scent. Sgt. Shawn Bishara received information that Mr. Waters was attempting to enter his residence on 139-B through a window.

Deputy Leo went to the residence and observed Mr. Waters at the window and again in the rear of residence when he at-

tempted to flee again on foot. He was taken into custody after running back inside.

Ms. Barton, who earlier was released to her boyfriend's parents facing a criminal complaint for trespass, then returned to the address and refused to calm herself while Mr. Waters was taken into custody.

Both were booked at county jail for trespass and resisting police without violence.

Shop owner Dennis Schmitz said nothing appeared to be missing.

In an unrelated arrest, Kristopher Legg, 21, of Maclennany was charged with criminal mischief for spraying paint on a picnic shelter at the city's park off 8th St.

Deputy Kody Crews said he was on routine patrol at mid-afternoon on October 4 when he received a tip that a group of people were on park grounds and

appeared to be vandalizing property.

He arrested Mr. Legg, who had paint smeared on his fingers, for criminal mischief. He also confiscated three spent spray paint cans that matched colors on the defaced property. Deputy Crews described the markings as "gang related" with symbols and names.

Four others with Mr. Legg at the time were not charged.

Suspects described as a white man and woman are believed responsible for the theft of \$180 cash from a drink machine on the second tier of the Travel Lodge motel in south Maclennany the evening of September 29.

Owner Jayesh Patel told Deputy Michael Clark a surveillance video caught the two in the area of the machine about 9 pm, and they drove off in what appeared to be a dark Pontiac.

\$150 in prizes offered in holiday writing contests

Sharpen your pencils and dust off your keyboards because The Baker County Press is sponsoring three holiday-themed writing contests this fall with \$150 in prize money — \$50 for each contest — up for grabs.

We'll be publishing in the newspaper the top two or three entries in each age division and first place entries will receive the \$50 prize.

The age divisions will be as follows: 13 and under, 14-18 and 19 and over. Details on three respective contests:

• **Halloween poetry contest:** Halloween-themed poems consisting of no more than 1000 words must be received by October 20 and include the author's name, age and contact phone number. We hope to record on audio the winning author reading aloud his/her entry for posting to our website as well.

• **Thanksgiving essay contest:** Essays of no more than 1000 words answering the question, "What are you thankful for this year?" must be received by November 15 and include the author's name, age and contact phone number.

• **Christmas short story contest:** Christmas-themed short stories of no more than 2000 words must be received by December 13 and include the author's name, age and contact phone number.

All entries will be judged by the newspaper's staff for creativity, completeness and entertainment value as well as grammar, spelling, punctuation and the like. Entries may be emailed to reporter@bakercountypress.com, by mail to P.O. Box 598, Maclennany, FL 32063, or hand delivered to our office at 104 S. 5th St. Mon-Friday 9 am - 5 pm.

One day only sign-up for toys

The Maclennany Fire Department has reserved Saturday, November 9 as the sole day on which applications for this year's Christmas 4 Kids will be accepted.

Sign up at the fire station next to the Baker County Health Department between 8 am-4 pm.

Bring a valid ID with a current address, a copy of the child's current report card or, if the child is not of school age, a copy of his or her birth certificate.

Parents and guardians who received toys in 2011 or 2012 are not eligible to get them this year.

Subscribe to our E-edition
www.bakercountypress.com

COPIES
Black & white/Full color
THE OFFICE MART
110 South Fifth St.

Upcoming events at the Baker County Family YMCA
YMCA

Contact the Baker County Family YMCA for more information or to register for these upcoming programs!

Basketball
Registration begins Oct. 14
Financial assistance available

Next is Spring Soccer!
Weight Loss Support & Mgmt. Group meets at the Baker County Health Dept. the 4th Monday of the month at 5:30 pm. Free to everyone!

www.FirstCoastYMCA.org
259.0898
98 W. Lowder St., Maclennany
Membership not required to participate

Check it out... bakercountypress.com

1150 S. 6th St. Maclennany
259-7890 | Open M-F 9:30-6 Sat. 10-4

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

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

TOP \$\$\$ FOR YOUR GOLD!

Candy donations

Donations of candy for the annual hosting of trick or treaters at Wells Nursing Home can be dropped off at the activities office between now and October 31, the date of the event.

Parents are urged to bring their ghosts and goblins to the nursing home that evening.

For more information, call Linda at 259-6168.

www.bakercountypress.com

Help for people who suffer from life's hurts, habits or hangups

Celebrate Recovery

Meetings are held every Saturday at 7:00 pm
Meeting location is the sanctuary of the First United Methodist Church at 93 North Fifth Street in Maclennany
Call 904-259-3551 for more information.

Roger Raulerson
WELL DRILLING
up to 14" wells - 650' deep
Licensed & Insured
Family Owned & Operated
259-7531
We're proud of our name and we stand behind our work!

We want your **Recipes**

The Baker County Press will be publishing a holiday special section in November and is reprinting favorite holiday recipes. Deadline is Friday, October 18. Submit it to the office or to bcpres@necfcom.net

Northeast Florida Telephone Company's Statement of Rates for Basic Telephone Service

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

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

	Residential	Business
Individual Touch-Calling Access Line		
Base Rate Area	\$ 14.00	1-Party \$ 24.40 Trunk \$ 36.00
FCC Subscriber Line Charge	\$ 6.50	Single Line \$ 6.50 Multi-Line \$ 9.20
Access Recovery Charge (ARC)	\$ 1.00	Single Line \$ 1.00 Multi-Line \$ 2.00

Lifeline Service

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

Who qualifies for reduced Telephone Charges?

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

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

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

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

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

Application For Telephone Service

APPLICATION FOR TELEPHONE SERVICE

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

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

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

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

LIFELINE INFORMATION FOR NEFCOM CUSTOMERS IN FLORIDA

Lifeline Service

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

How much can I save?

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

Who qualifies for reduced telephone charges?

Program based eligibility:

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

Income Based Eligibility:

If you do not participate in one of the programs listed, you may qualify based on household income. Each of Florida income qualifiers is at or below 125% of the Federal Poverty Guidelines. Proof of all income (taxable and non-taxable) for you and anyone in your home that is not a dependent is required.

Are there any restrictions?

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

How do I apply?

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

What proof of eligibility do I need to provide?

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

How do I continue to receive Lifeline benefits?

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

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

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

BILLING

Access line charges are billed one month in advance and service charges are billed at the time of the service. We suggest frequent visitors before denying calls. It is our policy to check calls, or valid calls when checked.

It is very important for you to be responsible for payment within your residence or where you are allowed to use your service, or casual acquaintance, and we will look for you.

In addition to detailed bills, we will include helpful information on our website. This information is available on your telephone.

CUSTOMER PROFILE INFORMATION

Pursuant to, and to ensure compliance with, Florida Communications Commission Chapter 1, Part 64, and Title 47, Section 222, NEFCOM will not release any other account information without your written consent.

If the customer, or a person acting on their behalf, requests call detail or other information, NEFCOM will require the customer to provide a driver's license, passport, or other identification verifying their identity and address prior to the release of the information.

If the customer, or a person acting on their behalf, requests NEFCOM to require information over the telephone, NEFCOM will require the requested call detail under one of the following conditions:

1. Customer requesting preestablished password information. A customer's password may be changed to a preestablished "shared" password (NEFCOM's back-up password).
2. NEFCOM may, at the request of the customer, provide the customer's position in Section 64.2003[1].
3. NEFCOM may terminate a call to the "record" (as defined by CPNI rules), and disclose other account information to the Company-initiated call.

To avoid potential delays, we suggest you provide answers to questions that will be utilized as evidence for the release of CPNI. A Service Representative as follows: Business 259-2300.

Your Leader in Communications

- [Home](#)
- [Residential](#)
 - [Bundles](#)
 - [Phone](#)
 - [Internet](#)
- [Business](#)
 - [Bundles](#)
 - [Phone](#)
 - [Internet](#)
- [Contact Us](#)
- [About Us](#)
- [iNEF](#)

LIFELINE INFORMATION FOR NEFCOM CUSTOMERS IN FLORIDA

Lifeline Service

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

How much can I save?

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

Who qualifies for reduced Telephone Charges?

Program based eligibility:

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

- Temporary Cash Assistance (TCA)
- Additional eligibility criteria may apply to residents of federally recognized tribal lands
- Income based eligibility:

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

Are there any restrictions?

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

How do I apply?

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

What proof of eligibility do I need to provide?

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

How do I continue to receive Lifeline benefits?

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

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

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

**Download
Application**

© 2013 NEFCOM - All Rights Reserved - A subsidiary of Townes Tele-Communications