



Woody Simmons  
Vice President  
Governmental Affairs

106 E. College Avenue, Suite 710  
Tallahassee, FL 32301

Phone: 850-222-6300  
Fax: 850-222-2912  
woodrow.simmons@verizon.com

August 28, 2015 – **VIA OVERNIGHT MAIL**

Carlotta S. Stauffer, Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

Re: Verizon Florida LLC – 2015 Annual Lifeline Data Request Report

Dear Ms. Stauffer:

Attached is Verizon Florida LLC's response to the Florida Public Service Commission's 2015 Annual Lifeline Data Request. Please place these responses in the Commission's undocketed file.

The responses to Question Nos. 1, 9 and 10(b) are included in a separate envelope because they include confidential data. Verizon considers this information (Attachment A, Attachment B and Attachment C) to be confidential because it contains proprietary information that could be used by competitors to gain an unfair competitive advantage. Therefore, this filing is made under a Claim of Confidentiality pursuant to s. 364.183(1), F.S. and Rule 25-22.006(5), F.A.C. Verizon understands the information must be kept confidential and returned to Verizon.

If you have any questions or concerns, please feel free to contact me.

Sincerely,

/s/ Woodrow J. Simmons

Woodrow J. Simmons  
VP-State Governmental Affairs

Attachments

RECEIVED H-SE  
15 AUG 31 AM 9:59  
COMMUNICATIONS

## ILEC LIFELINE DATA REQUEST 2015

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 30, 2015.**

**For items 1 through 16, please provide the data for the fiscal year July 1, 2014, through June 30, 2015.**

**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:** See Attachment A. Verizon considers this information to be proprietary and confidential.

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:**

Jul	8,040
Aug	7,453
Sep	7,404
Oct	7,303
Nov	7,104
Dec	4,017
Jan	5,221
Feb	4,260
Mar	4,359
Apr	4,511
May	4,703
Jun	4,721

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

**RESPONSE:** Lifeline Message Rate credit = \$12.75

Lifeline Flat Rate credit = \$15.91

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:** Verizon does not track this data.

ILEC Lifeline Data Request 2015  
July 30, 2015

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:**

Jul	143
Aug	121
Sep	125
Oct	118
Nov	67
Dec	71
Jan	54
Feb	151
Mar	186
Apr	249
May	301
Jun	123

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:**

Jul	348
Aug	708
Sep	174
Oct	219
Nov	266
Dec*	2,008
Jan*	
Feb	1,112
Mar	87
Apr	97
May	109
Jun	105

\* Note: Figure reported for December represents subscribers removed from Lifeline in both December 2014 and January 2015.

ILEC Lifeline Data Request 2015  
July 30, 2015

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

**RESPONSE:**

Jul	2,617
Aug	2,999
Sep	2,812
Oct	2,776
Nov	2,766
Dec	1,287
Jan	2,353
Feb	3,207
Mar	2,951
Apr	2,649
May	2,317
Jun	2,155

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

**RESPONSE:**

Jul	0
Aug	0
Sep	0
Oct	0
Nov	0
Dec	0
Jan	0
Feb	0
Mar	0
Apr	0
May	0
Jun	0

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

**RESPONSE:** See Attachment B. Verizon considers this information to be proprietary and confidential.

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:** Verizon does not receive applications from the Office of Public Counsel ("OPC"). Instead, the OPC sends Verizon's State Government Affairs team its OPC Lifeline Report weekly, which consists of a list of pre-approved applicants. The report is forwarded to Verizon Florida's offline service center for processing.

The offline service center reviews each account to determine if the customer subscribes to a disqualifying product or service or if other disqualifying factors exist (e.g., local service not with Verizon, NLAD duplicate subscriber, NLAD duplicate address or NLAD TPIV (third party identity verification)). If Lifeline is denied, a letter is sent to the customer listing the reason(s). If the customer qualifies for the Lifeline program, a service order is issued with an effective date of the OPC Lifeline Report.

The completed OPC Lifeline Report is returned to Verizon Government Affairs, which in turn files the completed report with the OPC to close out the weekly report.

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

**RESPONSE:** See Attachment C. Verizon considers this information to be proprietary and confidential.

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

**RESPONSE:** Verizon does not receive applications made through the Public Service Commission ("PSC") on-line process. Verizon Government Affairs downloads the pre-approved list of applicants weekly from the PSC website. The list is converted to a Microsoft Excel file and forwarded to Verizon Florida's offline service center for processing.

The offline service center reviews each account to determine if the customer subscribes to a disqualifying product/service or if other disqualifying factors exist, (e.g., local service not with Verizon, NLAD duplicate subscriber, NLAD duplicate address or NLAD TPIV). If Lifeline is denied, a letter is sent to the customer listing the reason(s). If the customer qualifies for the Lifeline program, a service order is issued with an effective date of the approval date.

When the pre-approved list of applicants is completed, the offline service center returns the report to Verizon Government Affairs. The completed report is then uploaded to the PSC Website to close out the weekly report.

ILEC Lifeline Data Request 2015  
July 30, 2015

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

**RESPONSE:** See response to question 10c. Applications pre-approved by the Department of Children and Families are automatically ported to the PSC website and included in the weekly files downloaded by Verizon Government Affairs from the PSC website.

- 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:** Applications are processed within two weeks of receipt. Depending on the customer's billing date, it may be one to two months before the Lifeline credit appears on the customer's bill. However, the credit amount will be applied retroactively to the date the customer signed their application or the date of the file received from the OPC or PSC.

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.

**RESPONSE:** Lifeline eligibility re-certifications are conducted annually.

- b. Method(s) used to verify customer eligibility.

**RESPONSE:** In 2014 and 2015, Verizon elected to utilize the Universal Service Administrative Company to conduct Lifeline re-certification.

- c. Frequency of periodic certification.

**RESPONSE:** Re-certifications are conducted annually.

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

- a. Internal procedures for promoting Lifeline.

**RESPONSE:** Verizon Florida promotes Lifeline service through publication of annual Lifeline Assistance Program bill inserts, legal notices placed in newspapers within the Verizon Florida service territory, participation in the automatic enrollment of Lifeline in conjunction with the Department of Children and Families through PSC and OPC, information publicized on the Verizon website ([www2.verizon.com/lifeline](http://www2.verizon.com/lifeline)) and information published in the Verizon Florida telephone directories.

- b. Outreach and educational efforts involving participation in community events.

**RESPONSE:** Verizon Florida participates in the automatic enrollment of Lifeline in conjunction with the Department of Children and Families through PSC and OPC.

ILEC Lifeline Data Request 2015  
July 30, 2015

- c. Outreach and educational efforts involving mass media (newspaper, radio, television).

**RESPONSE:** Verizon Florida publishes an annual Lifeline notification in major newspapers within its service territory.

- d. Copies of Lifeline outreach materials of your company.

**RESPONSE:** See Attachments D, E and F.

- 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:** Verizon Florida participates in automatic enrollment in Lifeline with the Department of Children and Families through the PSC and OPC.

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:** All Lifeline credits are passed through to a reseller in the same manner as they are passed through to Verizon's retail customers.

- b. Initial and annual certification procedures and requirements.

**RESPONSE:** The FCC requires that resellers comply with FCC Rules 54.405(c) and (d), 54.409, 54.410, 54.416 and 54.417(b). Verizon is not aware of what certification and verification procedures are used by resellers when they enroll a customer in Lifeline.

- c. Any other terms and conditions applicable to resellers offering Lifeline that are not imposed on resellers who do not offer Lifeline.

**RESPONSE:** Resellers purchasing Lifeline-discounted services from Verizon were required to certify to Verizon that they complied with all federal and state regulations related to the provision of Lifeline service.

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:** Verizon consumer sales and service representatives receive an overview of the Lifeline program and learn the procedure for fulfilling customer requests for an application by mail, email or online. Representatives are instructed where and how to locate Lifeline information in the Verizon online reference system, which includes eligibility requirements to qualify for the Lifeline benefit.

Representatives in the offline center who process applications and the OPC and DCF files receive training on program and income eligibility requirements, how to verify subscriber

## ILEC Lifeline Data Request 2015

July 30, 2015

and address eligibility in NLAD, the steps to either issue a service order to add Lifeline discounts or deny the application or the customer record in the OPC or DCF file and the process to send a letter to the customer with the specific reason or reasons for denial.

Representatives receive ongoing training when there are changes to the Lifeline program. For example, Lifeline program updates are communicated to Verizon associates by leader training, Service Alerts and Methods & Procedures updates. Verizon associates receive timely training on Lifeline processes, regulations and guidelines in team meetings and leader-led training. Program changes are also made available through an internal online reference system.

15. Please provide any link on your Web site that provides Lifeline information.

**RESPONSE:** [www2.verizon.com/lifeline](http://www2.verizon.com/lifeline)

NE

benefit. Consumers who  
se statements in order to  
t can be punished by fine or  
may be barred from

ertain eligibility require-  
n order to qualify for Lifeline  
cation for Verizon Lifeline  
tained by contacting  
n.com/lifeline or by phone  
N.

information, you may also call  
vice Administration Company  
ministers Lifeline for the FCC  
341.8722 or by accessing  
.lifelineSupport.org.

and conditions included in this  
t to change and are current at  
ng.



# WE'VE MADE IT EASY TO CHECK YOUR MONTHLY CHARGES.

*Your itemized bill is available to you via:*

- MyVerizon.com
- MY FiOS App
- Remote Control and your FiOS TV

Verizon products can help make life simpler and more convenient. Check your monthly charges and if you need help with billing or products click to chat at [verizon.com/liveagent](http://verizon.com/liveagent) or call us at **1.800.VERIZON** (1.800.837.4966).

[www.verizon.com](http://www.verizon.com)



General Telephone

© 2015 Verizon Extra  
FL RES 5/15  
GT038815FL-PP

ATTACHMENT D



GT038815FL-PP

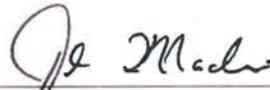


AFFIDAVIT OF PUBLICATION  
(Order # 15061AV6)

COMMONWEALTH OF VIRGINIA  
CITY/COUNTY OF Henrico, to-wit:

I, Janet Madison, Tearsheet Coordinator, hereby certify that a legal notice for Verizon (copy attached hereto) was published in following Florida newspapers on the days listed in the year 2015.

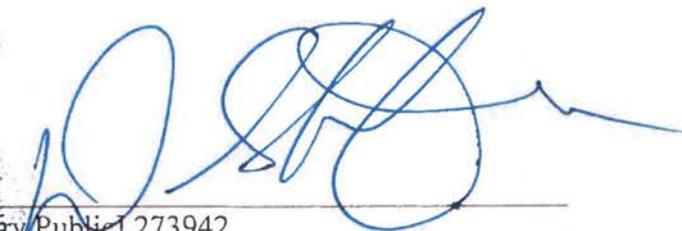
Bradendon Herald 6/3  
Brandon News 6/3  
Florida Sentinel Bulletin 6/2  
Lakeland Ledger 6/3  
Sarasota Herald Tribune 6/3  
Tampa Bay Times 6/3  
Tampa Tribune 6/3

  
\_\_\_\_\_  
Signature

Subscribed to and sworn before me this 22<sup>nd</sup> day of June, 2015.

My commission expires: 9/30/15



  
\_\_\_\_\_  
Notary Public 273942

**Verizon Florida LLC Lifeline Service in Florida**

Lifeline is a government assistance program that is supported by the Florida Public Service Commission and the Federal Communications Commission. The Lifeline program provides assistance to reduce the basic monthly telephone rate by \$15.91 for eligible residential consumers. As an Eligible Telecommunications Carrier, Verizon Florida LLC (Verizon) offers the Lifeline discount on Lifeline supported services, which include basic local telecommunications service and a number of residential bundled packages.

Only eligible consumers may enroll in the program. You may qualify for Lifeline service if you can show proof that you participate in certain government assistance programs or your annual income is 150% or below the Federal Poverty Guideline. If you qualify based on income, you will be required to provide income verification. In addition, the Lifeline program is limited to one discount per household consisting of either wireline or wireless. Therefore, you are required to certify and agree that no other member of the household is receiving Lifeline service from Verizon or another communications provider. Verizon also provides Lifeline Service to residents of federally recognized lands who meet Native American Lifeline criteria. Lifeline service is a non-transferable benefit. Consumers who willfully make false statements in order to obtain the benefit can be punished by fine or imprisonment, or may be barred from the program.

You must meet certain eligibility requirements in Florida in order to qualify for Lifeline Service. An Application for Verizon Lifeline Service can be obtained by contacting Verizon at [www.verizon.com/lifeline](http://www.verizon.com/lifeline) or by phone at 1 800 VERIZON.

To find out more information, you may also call the Universal Service Administration Company (USAC), which administers Lifeline for the FCC by calling (888) 641-8722 or by accessing their website at [www.LifelineSupport.org](http://www.LifelineSupport.org).

All rates, terms and conditions included in this notice are subject to change and are current at the time of printing.



**Application for Verizon Lifeline Service (Florida)**

(Discounted Telephone Service)

**PLEASE READ CAREFULLY, USE PEN, PRINT AND FILL OUT COMPLETELY**

Billing Telephone Number (including area code) \_\_\_\_\_

Billing Name On Home Telephone Account \_\_\_\_\_  
 (first) (middle initial, if applicable) (last)

Home (Physical) Address: \_\_\_\_\_  
 (house number) (street name) (apartment/room/floor number, if applicable)

\_\_\_\_\_  
 (city or town) (state) (zip code)

Please indicate if the home address listed above is permanent or temporary address?  Permanent  Temporary

Billing (Mailing) Address if different from Home (Physical) Address

\_\_\_\_\_  
 (house number) (street name) (apartment/room/floor number, if applicable)

\_\_\_\_\_  
 (city or town) (state) (zip code)

**REQUIRED INFORMATION REGARDING PROGRAM PARTICIPATION**

I certify under penalty of perjury that I or a member of my household meet the income-based or program-based eligibility criteria for receiving the Lifeline discount. I or a member of my household receive benefits from the following program (check only one program):

- |  |  |
|--|--|
| <input type="checkbox"/> Medicaid                                  | <input type="checkbox"/> SNAP (Supplemental Nutrition Assistance Program, formerly known as Food Stamps) |
| <input type="checkbox"/> Supplemental Security Income (SSI)        | <input type="checkbox"/> Section 8 Federal Public Housing Assistance                                     |
| <input type="checkbox"/> Low Income Home Energy Assistance Program | <input type="checkbox"/> National School Free Lunch Program  |
| <input type="checkbox"/> Temporary Cash Assistance                 | <input type="checkbox"/> Bureau of Indian Affairs (BIA) General Assistance                               |
| <input type="checkbox"/> Temporary Assistance for Needy Families   | <input type="checkbox"/> Head Start (Tribal Land residents only)   |
| <input type="checkbox"/> Eligibility based on income (see page 3)  | <input type="checkbox"/> Food Distribution Program (Tribal Land residents only)                          |
|  | <input type="checkbox"/> Tribal Administered Temporary Assistance for Needy Families                     |

Along with this application, please attach or fax a photocopy (do not send an original) of one of the following that matches the program checked above:

- your current or prior year's statement of benefits from a qualifying state, federal or Tribal program  
or
- a notice letter of participation in a qualifying state, federal or Tribal program  
or
- a program participation document, for example, current benefit card  
or
- an official document indicating your participation in a qualifying state, federal or Tribal program.

**TO BE CERTIFIED ALL 7 PROGRAM RULES MUST BE CHECK MARKED TO INDICATE YOUR ACKNOWLEDGEMENT**

The Lifeline discount program is a federal benefit and willfully making false statements to obtain this benefit can result in fines, imprisonment, de-enrollment or being barred from the program. Verizon is required by the Federal Communications Commission, or FCC, to verify your eligibility to participate in the Lifeline discount program.

**Under penalty of perjury you must certify the following statements are true to the best of your knowledge.**

**Please indicate your acknowledgement of each statement by a checkmark.**

---

Only one Lifeline telephone discount is allowed per household, consisting of either wireline or wireless service. A household is not permitted to receive Lifeline benefits from multiple providers. Violation of the one-per-household requirement constitutes a violation of Federal Communications Commission rules and will result in your de-enrollment from the program, and potentially, prosecution by the United States government.

A household is defined as any individual or group of individuals who live together at the same address and share income and expenses.

I certify my household will receive only one Lifeline telephone service and, to the best of my knowledge, my household is not already receiving a Lifeline service.

---

Your name, telephone number, address and information contained in this application, as well as information associated with your Lifeline service may be provided to the Universal Service Administrative Company (USAC - administrator of the Lifeline discount program) and/or its agents for the purpose of verifying your household does not receive more than one Lifeline benefit. You will be denied Lifeline benefits if you fail to provide Verizon with consent to provide the specified information to USAC.

I acknowledge and consent that Verizon may provide my name, telephone number, address and information contained in this application, as well as information associated with your Lifeline service to the Universal Service Administrative Company (USAC) and/or its agents for the purpose of verifying that I or another member of my household does not receive more than one Lifeline benefit.

---

I agree to allow Verizon to exchange any necessary information with the appropriate federal or state agency, or fund administrator, to verify my eligibility to participate in the Lifeline discount program.

---

Lifeline service is a non-transferable benefit. You may not transfer your Lifeline service to any individual, including another eligible low-income consumer.

I agree not to transfer my Lifeline discount benefit to another person.

---

I agree to notify Verizon within 30 calendar days if I move to another address and to provide the new address.

---

I agree to notify Verizon within 30 calendar days if, for any reason, I or my household:

- No longer receive benefits from the federal or state program that qualified me for the Lifeline discount program.
- Annual household income exceeds the Federal Poverty amount listed on page 3 that qualified me for the Lifeline discount program.
- Receives more than one Lifeline benefit or another member of my household is receiving a Lifeline service.

---

I acknowledge that I may be required to recertify my continued eligibility for Lifeline at any time and my failure to recertify will result in de-enrollment and termination of my Lifeline benefits.

I agree to participate in the certification of my continued eligibility in the Lifeline discount program.

---

**TO BE CERTIFIED ALL 3 PROGRAM RULES MUST BE CHECK MARKED TO INDICATE YOUR ACKNOWLEDGEMENT**

In the event Verizon determines that I am receiving a Lifeline benefit from another provider, I authorize the transfer of my Lifeline benefit from my current provider to Verizon. I understand that with this transfer I will lose the benefit from my current provider and receive the benefit on the Verizon account identified in this application.

The information contained in this application form 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.

**INCOME ELIGIBILITY GUIDELINES**

The following chart can be used to determine eligibility for the Lifeline discount program based solely on income level. You may qualify for the Lifeline discount program if your household gross annual income is at or below 150% of the Federal Poverty Guidelines. A household is defined as any individual or group of individuals who live together at the same address and share income and expenses.

The chart below lists the annual income amount that cannot be exceeded in order to qualify based on household size. If the annual income amount for your household size is more than the amount shown on the chart below you do not qualify for the Lifeline discount based solely on income.

Household Size	150% of Federal Poverty Levels
1	\$17,655
2	\$23,895
3	\$30,135
4	\$36,375
Each additional person after 4	\$6,240

Please indicate on the line below the number of individuals in your household.

\_\_\_\_\_ Individuals live in my household

If your household qualifies based on the above income chart, please attach or fax a photocopy (do not send an original) of the following applicable documents. If you provide documentation that does not cover a full year (such as current pay stubs), you must submit three (3) consecutive months worth of the same type of document from the previous 12 months.

- your prior year's state, federal or Tribal tax return.
- current income statement from an employer or paycheck stub.
- a Social Security statement of benefits.
- a Veterans Administration statement of benefits.
- a retirement or pension statement of benefits.
- an Unemployment or Workmen's Compensation statement of benefits
- federal or Tribal notice letter of participation in General Assistance
- a divorce decree
- a child support award
- other official document containing income information

**REQUIRED BILLING NAME INFORMATION**

Please provide the following information of the Billing Name on the account:

Last 4 digits of the Social Security Number \*                    

Date of birth                                
2 Digit Month      2 Digit Day              4 Digit Year

\* If you do not have a Social Security Number and live on Federally-recognized Tribal lands, please complete the following:

I certify that I live on Federally-recognized Tribal lands. My Tribal Identification Number is: \_\_\_\_\_

The last 4 digits of the Social Security Number or Tribal Identification Number and Date of Birth must be for a person 18 years or older.

**REQUIRED INFORMATION IF HOUSEHOLD MEMBER RECEIVING BENEFITS IS DIFFERENT THAN BILLING NAME**

Name of Household Member Receiving Benefits \_\_\_\_\_

Relationship of Household Member Receiving Benefits (for example: Mother, Son) \_\_\_\_\_

Last 4 digits of the Social Security Number of the person receiving benefits                    

OR the Tribal Identification Number of the person receiving benefits: \_\_\_\_\_

Date of birth of the person receiving benefits                                
2 Digit Month      2 Digit Day              4 Digit Year

I certify the individual named above who is receiving benefits is part of my household.

I certify the individual named above who is receiving benefits is not already receiving a Lifeline service.

**MUST BE SIGNED BY THE BILLING NAME AND DATED WITHIN THE LAST 30 DAYS TO BE CONSIDERED VALID**

Billing Name Signature \_\_\_\_\_ Date \_\_\_\_\_

**PLEASE FAX OR MAIL SIGNED APPLICATION AND PROOF OF ELIGIBILITY TO:**

**Fax Number: 877.306.1790**

Or mail to:

Verizon Lifeline Services

PO Box 33075

St. Petersburg, FL 33733-8075

**If you have any questions, please call 1.800.VERIZON (1.800.837.4966)**