



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

August 27, 2013

Ms. Ann Cole
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Dear Ms. Cole:

Re: 2013 Annual Lifeline Data Request

Enclosed is NEFCOM's 2013 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 2013

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 26, 2013.**

For items 1 through 16, please provide the data for the fiscal year July 1, 2012, through June 30, 2013.

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, 2012	5380
August, 2012	5352
September, 2012	5307
October, 2012	5295
November, 2012	5275
December, 2012	5251
January, 2013	5230
February, 2013	5241
March, 2013	5236
April, 2013	5212
May, 2013	5200
June, 2013	5160

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, 2012	805
August, 2012	794
September, 2012	795
October, 2012	810
November, 2012	805
December, 2012	615
January, 2013	671
February, 2013	708
March, 2013	714
April, 2013	722
May, 2013	717
June, 2013	712

ILEC Lifeline Data Request 2013
 July 25, 2013

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:

	2012						2013					
	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June
Customer currently receiving Lifeline	15	9	19	7	12	8	7	7	8	12	8	12
Inability to verify participation in qualifying program												
Past due Balance (TD)	5		4	4		1	1	1	1		1	2
Not Northeast Florida Customer	5	9	5	7	8	6	6	4	7	9	8	9

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, 2012	33
August, 2012	26
September, 2012	38
October, 2012	43
November, 2012	30
December, 2012	19
January, 2013	78
February, 2013	47
March, 2013	22
April, 2013	35
May, 2013	21
June, 2013	26

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, 2012	32
August, 2012	37
September, 2012	37
October, 2012	28
November, 2012	35
December, 2012	209
January, 2013	22
February, 2013	10
March, 2013	16
April, 2013	27
May, 2013	26
June, 2013	31

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

Response:

July, 2012	36
August, 2012	34
September, 2012	33
October, 2012	32
November, 2012	4
December, 2012	15
January, 2013	15
February, 2013	13
March, 2013	13
April, 2013	13
May, 2013	12
June, 2013	11

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

Response: None.

ILEC Lifeline Data Request 2013
July 25, 2013

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

July, 2012	0
August, 2012	0
September, 2012	0
October, 2012	0
November, 2012	0
December, 2012	0
January, 2013	0
February, 2013	0
March, 2013	0
April, 2013	0
May, 2013	0
June, 2013	0

10. Description of your company's procedures for enrolling customers in the Lifeline program (if same as 2012 response, just note "**Same as 2012**"). 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: "Same as 2012"

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

Response: "Same as 2012"

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

Response: "Same as 2012"

- 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: "Same as 2012"

11. Description of your company's procedures for performing continued certification of customer eligibility after initial certification (if same as 2012 response, just note "**Same as 2012**"). 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 (if same as 2012 response, just note "**Same as 2012**"). Include the following in your response:
- a. Internal procedures for promoting Lifeline.
Response: "Same as 2012"
 - b. Outreach and educational efforts involving participation in community events.
Response: "Same as 2012"
 - c. Outreach and educational efforts involving mass media (newspaper, radio, television).
Response: "Same as 2012"
 - 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: "Same as 2012"
13. Description of procedures associated with enrollment of Lifeline customers by resellers of telecommunications services through resale agreements (if same as 2012 response, just note "**Same as 2012**"). 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.

- b. Initial and annual certification procedures and requirements.

Response: "Same as 2012"

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

Response: "Same as 2012"

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: "Same as 2012"

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

Response: <http://www.nefcom.net/life-line-faq/>

Page: 2
 Account: 11010196
 Bill Date: Nov 01 2012
 Telephone: 904 259-0621 (See Statement and Service Summary)
 Name: NORTHEAST FLORIDA TELEPHONE CO

Message to our Customers:

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.

	Residential	Business
Individual Touch-Calling		
Access Line - Base Rate Area	\$10.00	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)	\$ 0.50	Single Line \$ 0.50 Multi-Line \$ 1.00
Emergency Services (911 surcharge)	\$ 0.50	\$ 0.50
Federal Universal Service Charge	See Note	See Note

Note: An amount equal to 17.4% of your Interstate service charges.
 This percentage is subject to change, per FCC order.

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 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.

12.d - Press Ad

ne day

While the crew erects the set, sets up tents, checks lights and sound, puts the camera positions in place and sets up a wall around the stage set to hold back the thousands of crazed fans.

The fans camp out to get a place on the wall and it can get pretty rowdy. Once the broadcast begins, most of the work is done for the *Game Day* crew so there's a lot of standing around and watching the show before the set comes down.

It was a lot of fun for him.

WE ARE BAKER COUNTY'S ROOFING EXPERTS

COMBS BUILDERS, INC.

Re-Roofs • New Roofs • Leak Repairs
Torch Down Leaks • Roof Inspections

We specialize in problem roofs

Satisfaction Guaranteed
Licensed & Insured



259-2563

Commercial & Residential
Owner: Tim Combs
Florida State Certified Roofing
Contractor Lic# CCC1325730

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	<u>Residential</u>	<u>Business</u>	
Individual Touch-Calling Access Line			
Base Rate Area	\$10.00	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)	\$0.50	Single Line	\$0.50
		Multi-Line	\$1.00

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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)

Application For Telephone Services

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**

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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 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.

WIRING AND EQUIPMENT OPTIONS

The Telephone Company provides and maintains service up to your demarcation point, which is the point of physical interconnection (connecting block, terminal strip, jack, protector, or telephone network interface device) between the telephone network and your premises wiring. Inside wiring includes all wire or cable located on your side of the demarcation point.

Customer premises equipment and inside wiring may be provided by either of the following options:

1. Customers may provide their own telephone equipment and inside wiring installation and maintenance, or
2. They may have a contractor or supplier provide the telephone equipment and inside wiring installation and maintenance.

Service vendors that may provide customer premises equipment and install inside wiring include building contractors, electrical contractors, and telecommunications equipment suppliers. Various types of vendors that may sell customer premises equipment and inside wiring include electronic stores, hardware stores, and department stores.

CHANGING EXISTING TELEPHONE EQUIPMENT

When you make any changes or additions to your home, move into a new mobile home, etc., you should call the Telephone Company when equipment such as the protector box needs to be moved, connected or disconnected at the outside - or inside - of your home, etc. This will enable the Telephone Company to ensure that all equipment is connected properly.

VACATION RATE SERVICE (TEMPORARY SUSPENSION OF SERVICE)

This special rate is available to NEFCOM customers who are leaving their local residences for extended periods of time. Vacation Rate Service allows the customer to keep the present telephone number and directory listing, while being billed at a reduced monthly rate.

Vacation Rate Service is available to residential and business customers for a minimum of two months and a maximum of eight months in one calendar year. There will be a reconnection charge when regular service is resumed.

Note: Vacation Rate Service is not applicable to lines with Lifeline assistance.

Long
DistanceGoogle
Apps

Bundle

Lifeline Information for NEFCOM Customers in Florida

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