

## **ILEC LIFELINE DATA REQUEST 2016**

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, 2016. Your response should include your company name, contact person, and email address.**

**For items 1 through 16, please provide the data for the fiscal year July 1, 2015, through June 30, 2016.**

**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.
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.
3. The amount of Lifeline credit provided to Lifeline customers on a monthly billing.
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).
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.
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.
7. The number of customers participating in Transitional Lifeline each month.
8. The number of customers participating in Lifeline under the Tribal Lands provision each month.
9. The number of access lines with Lifeline resold to other carriers each month. Identify each carrier separately by name or certificate number.
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.
  - b. Procedures used to process applications received directly from customers.
  - c. Procedures used to process applications received through the PSC on-line process.
  - d. Procedures used to process applications received through the Department of Children and Families coordinated enrollment process.

- 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.
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 recertification.
  - b. Method(s) used to verify customer eligibility.
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).
  - d. Copies of Lifeline outreach materials of your company.
  - e. Organizations you are currently partnering with, have partnered with, and organizations you plan to partner with to educate and inform customers about Lifeline.
13. Please describe the training you provide to your customer service representatives regarding Lifeline and provide the script used by your company's representatives.
14. Please provide any link on your Web site that provides Lifeline information.
15. Do you anticipate offering and seeking reimbursement for Basic Internet Access Services (BIAS) in Florida as part of the Lifeline Program? If yes, please project when you will offer BIAS and when you will seek reimbursement for it.
16. Do you see any impediments in the implementation to the FCC's new Lifeline Order (FCC 16-38)?
17. To the extent you have experienced a decline in Lifeline customers, please list and describe any issues that may have contributed to the decline. Any additional general comments or information you believe will assist staff in evaluating and reporting the Lifeline participation in Florida are welcome.